

From: [MacCuish, Logan](#)
To: [VW Settlement](#); eescdcopy.enrd@usdoj.gov; [Kiyota, Diane@ARB](mailto:Kiyota.Diane@ARB); [Kamel, Alexandra@ARB](mailto:Kamel.Alexandra@ARB); nicklas.akers@doj.ca.gov; judith.fiorentini@doj.ca.gov; david.zonana@doj.ca.gov
Subject: Re: DJ # 90-5-21-1-11386 - Communication Concerning the Gen3 Approved Emissions Modification
Date: Thursday, January 12, 2017 7:02:57 PM

Counsel,

Pursuant to Paragraph 4.3.13 of the Partial Consent Decree, Settling Defendants provide to EPA and CARB a copy of a communication concerning the Approved Emissions Modification directed at Dealers regarding the Generation 3 Approved Emissions Modification. This production consists of a copy of a website in html format and the videos that are viewable from that website. The material is available on the FTP in a folder labeled "VW 2.0L Gen3 Dealer Communications." Discs with the same materials are also being mailed to the addresses in the Partial Consent Decree.

Best Regards,
Logan

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Volkswagen

Warranty Information

General Communication

Number: VWC-17-01

Subject: New ElsaPro Warranty Key: *USW Buyback–No warranty/campaign work allowed*

Date: Jan. 27, 2017

This document conveys
Volkswagen Warranty general
information.

New ElsaPro Warranty Key: *USW Buyback – No warranty/campaign work allowed*

Volkswagen has created a new warranty key, *USW Buyback – No warranty/campaign work allowed*, to aid in identifying TDI buyback vehicles.

As a reminder, TDI buyback vehicles are Volkswagen-owned property and are not currently eligible for any warrantable repairs, Campaigns or Updates. Additionally, claims will not be accepted for payment with this warranty key.

To determine if warranty key *USW* is applicable on a vehicle, check the VIN in ElsaPro > Vehicle Data.

Example of How a Vehicle with Warranty Key *USW* will Appear in ElsaPro

Vehicle Data

Vehicle Data				
Brand:	V	VIN:		Country Code: USA
Model Year:	2012	Description:	US Passat Comfo 125 A6F	Importer: 444
Model Code:	A323S6	Production Date:	2012-05-21	Dealer Number: 91993
Engine Code:	CBTA	Delivery Date:	2013-05-08	
Transmission Code:	PDW	Type Approval Number:		
Color Trim				
Model	Color Code	Paint number (Paint No.)	Description	
Exterior (body/roof)	8E/8E	LA7W	Reflex Silver Metallic/Reflex Silver Metallic	
Interior	HT		Titanium Black/Titanium Black/Titanium Black/Pearl Gray	
Warranty Key				
Code	Description			
UST	Vehicle totaled/without warranty			
USW	Buyback-No warranty/campaign work allowed			



Volkswagen

Warranty Information

Example of How a Vehicle with Warranty Key USW will Appear in SAGA

Vehicle basic data Shift+F1		Vehicle primary properties Shift+F2		Damage history Shift+F3		Driver informations Shift+F4		contract data Shift+F5	
Manufacturer	VOLKSWAGEN PKW	VOLKSWAGEN AG, WOLFSBURG							
Sales model	A323S6	US Passat Comfo 125 A6F		Model year		2012			
Delivery dealer	USA 444 91993	Delivery date		05/08/2013					
Date of account	05/22/2012								
Leasing code		Leasing date							
Production plant	062	CHATTAN00GA							
Production date	05/21/2012								
Platform		FBU-CKD-SKD		F					
Car body	8E	Reflex Silver Metallic							
Roof	8E	Reflex Silver Metallic							
Inside	HT	Titanium Black/Titanium Black/Titanium Black/Pearl Gra							
Engine number	CBTA	Gearbox number	PDW	0317844					
Engine plant	X	Gearbox plant	S						
Engine date	120501	Gearbox date	120317						
Engine type		Gearbox type							

Code	Active	Inactive	Reporting date	Reporting mileage	Unit
USW Buyback-No warranty/campaign work allowed	X		01/26/2017		
UST Vehicle totaled/without warranty	X		08/29/2014		

Questions? Please contact the Warranty Helpline at 1-866-306-8447 or warranty.helpline@vw.com.

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Subject: Re: DJ # 90-5-21-1-11386 - Communication Concerning the Gen3 Approved Emissions Modification
Date: Friday, January 27, 2017 4:18:08 PM
Attachments: [2017-01-27.pdf](#)

Counsel,

Pursuant to Paragraph 4.3.13 of the 2.0 Liter Partial Consent Decree, Settling Defendants provide to EPA and CARB the attached copy of a communication concerning the Approved Emissions Modification directed at Dealers regarding the Generation 3 Approved Emissions Modification.

Regards,
Logan MacCuish

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Warranty Communication

Audi Warranty

Number: AWC-17-05

**Subject: TDI Buyback Vehicles New Elsa Warranty Key: USW
Buyback – No Warranty/Campaign Repairs Allowed**

Date: Jan 27, 2017

Dealers: U.S., Puerto Rico

This document conveys general
Warranty information.

New Elsa Warranty Key: USW Buyback – No Warranty/Campaign Repairs Allowed

Warranty Key USW Buyback – No Warranty/Campaign Repairs Allowed is used to identify TDI buyback vehicles. To determine if the warranty key applicable, check the VIN in *ElsaPro >> Vehicle Data*.

As a reminder, TDI buyback vehicles are Audi-owned property and are not currently eligible for any warrantable repairs, Campaigns, or Updates. Warranty claims will not be accepted for vehicles with this warranty key.

Visit Audi Warranty Online to view the Need-to-know document which includes key information to keep you up-to-date on TDI.

Questions or concerns may be directed to Audi Warranty at 866.677.2834 or AudiWarranty@audi.com.

search

q |

News**Newsarchive**[warp Challenge I 2017](#)**Contact Us****Profile****warp Challenge I 2017**

The first Warranty Administrator Recognition Program (warp) Challenge of 2017 is open from Thursday, January 26 through Wednesday, February 8.

Please submit an answer for each question. You will only be able to take the quiz one time. After you submit your answers, the link will no longer be available.

Note: This challenge is open to Service Managers and Warranty Administrators only.

[Send](#)

On January 12, 2017, Campaign 23T4 was released with Phase 1 repair instructions for which of the following vehicles?*

- ☐ All affected 2.0L TDI vehicles
☐ Model Year 2015 2.0L A3 TDI vehicles
☐ Model Year 2010 – 2013 2.0L A3 TDI vehicles

As explained in AWC 17-01, what is the maximum amount that can be claimed for fuel as part of the “delight element” for customers?*

- ☐ \$50
☐ \$40
☐ \$75
☐ No maximum

As explained in AWC 17-03, when Campaign 23T4 is being performed, at what point should TAC be contacted?*

- ☐ Prior to starting the software update in order to receive authorization.
☐ When any issue is experienced during or after the software update, other than ODIS-related issues.
☐ When an ODIS issue prevents the technician from performing the update.

As explained in AWA 17-01, which of the following systems are included under the Emissions Control System Warranty? (Check all that apply.)*

- ☐ The exhaust after-treatment system
☐ The steering system
☐ The fuel system
☐ The OBD system

What service number should be used when coding a claim for a loaner provided under the Customer Delight Program for the TDI modification?*

- ☐ A000
☐ LOAN
☐ AU26
☐ DADP

When having trouble with the functionality of the IN-FORM tool such as permissions, gaining access, settings, etc., what number would you contact for assistance? (See Audi Warranty Online home page for TDI Contact Information.)*

- ☐ 1-844-357-7778
☐ 1-855-734-8722
☐ 1-800-822-2834
☐ 1-866-677-2834

In the IN-FORM tool, what is required to be provided by the service manager for completion?*

- ☐ Signature and date on hard copy
☐ Authorization number
☐ Picture of emission labels
☐ A picture of his or her business card next to the vehicle VIN number

What must be completed before the modification can be started?*

- ☐ The technician must be e-tron certified.
☐ The customer must register and upload required documents for review by an independent claims supervisor at www.vwcourtsettlement.com. The customer must accept the offer from the claims supervisor, then schedule a service appointment.
☐ TAC must be contacted and authorization obtained.

True or False: If the IN-FORM Tool is not utilized as outlined in the 23T4 Campaign circular, the claim is subject to denial.*

- ☐ True
☐ False

True or false the 23T4 may be performed on dealer inventory vehicles?*

- ☐ True
☐ False

When a customer drops off a vehicle for service not related to the emissions modification and Campaign 23T4 shows as open when the VIN is entered into Elsa, should the technician perform the campaign?*

- ☐ Yes, it's okay to perform the campaign if it is open without getting permission from the customer. The customer's details can be entered into the IN-FORM tool after the campaign is performed.
☐ No, the customer must have registered online before the campaign is performed. In addition, the customer must be present when the VIN is entered in case there are any questions from the IN-FORM tool.

warp Challenge I 2017[Send](#)

From: [MacCuish, Logan](#)
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Subject: Re: DJ # 90-5-21-1-11386 - Communication Concerning the Gen3 Approved Emissions Modification
Date: Monday, January 30, 2017 12:38:24 PM
Attachments: [2017-01-30 - Webpage.pdf](#)
[2017-01-30 - AWC.PDF](#)

Counsel,

Pursuant to Paragraph 4.3.13 of the 2.0 Liter Partial Consent Decree, Settling Defendants provide to EPA and CARB the attached copies of communications concerning the Approved Emissions Modification directed at Dealers regarding the Generation 3 Approved Emissions Modification. One attachment is an Audi warranty circular sent to its dealers. The other is a screen shot of Audi's internal dealer website showing a quiz (called the "Warranty Administrator Recognition Program (WARP) Challenge") created for dealers.

If you have any questions, please let me know.

Regards,
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Subject: Re: DJ # 90-5-21-1-11386 - Communication Concerning the Gen3 Approved Emissions Modification
Date: Wednesday, February 01, 2017 4:24:24 PM
Attachments: [2017-02-01.pdf](#)

Counsel,

Pursuant to Paragraph 4.3.13 of the 2.0 Liter Partial Consent Decree, Settling Defendants provide to EPA and CARB the attached copy of a communication concerning the Approved Emissions Modification directed at Audi Dealers regarding the Generation 3 Approved Emissions Modification.

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Now that Phase 1 of the emissions modification for Gen 3 2.0L A3 TDI vehicles is available, dealers should review the following important information:

Customer Initiation

- ▶ **Before the customer brings the vehicle to the dealership for the emissions modification**, he or she must register and upload required documents online at www.vwcourtsettlement.com. An independent claims supervisor will review the customer's information.
- ▶ **After the independent claims supervisor approves the emissions modification for the vehicle and customer accepts offer and returns signed paperwork**, the customer can schedule a service appointment with the dealer.
- ▶ **The customer will receive a claim number after registering at www.vwcourtsettlement.com**. The customer must provide the claim number at the dealership.
- ▶ **Note that the customer must be present upon initial entry of the VIN at the dealership before the repair is started in case additional information is needed in the IN-FORM tool** (for example, in certain cases, an unlock code may be required). Ensure that the Service Initiation Form has a checkmark before proceeding.

Warning!

In order to proceed with the service for this vehicle you will need to contact the Settlement Support Team with the customer present, to have the forms unlocked. We will need to speak with both you and the customer. Please call 844-908-9834.

Unlock Code

Unlock

Settings Video Library Create User Log out

VIN Entry Interaction History

Description: 2013 Passat Sedan 4D 1.8T TDI 14

Brand: Volkswagen	VIN: 0000000000000000	Transmission: Automatic	Repair Type: Gen 3
Dealer Name: Anytown	Dealer Code: N/A	Region: N/A	Area: N/A

Please select a form below to continue.

- Service Modification Documentation and Validation
 - ☒ **Service Initiation Form** (Status: Complete 1 Date: 12/09/2018)
 - Service Modification Documentation Form (Status: Not Initiated)
 - Service Modification Manager Validation Form (Status: Not Initiated)
 - Service Delivery Confirmation (Status: Not Initiated)

Image on left shows warning screen for unlock code requirement. When an unlock code is required, both the customer and dealer must be present for the phone call to receive the code. Image on right shows a checkmark on the Service Initiation Form, which means that the Service Modification Form can be initiated.

- ▶ **The customer must be aware that the repair is being performed**. If a customer brings a vehicle in for unrelated service and Campaign 23T4 is open, **do not** perform the campaign unless the customer approves the repair and has completed the registration and approval process through www.vwcourtsettlement.com.

TDI IN-FORM Tool

- ▶ The TDI Inform Tool (accessible through the TDI microsite on AccessAudi/iAudi) **must be used** to validate that the vehicle is eligible for modification, to document the modification steps performed, and to create a repair receipt and trigger the restitution payment.

Performing the repair

- ▶ Once the repair order is received, the technician must perform the modification exactly as outlined in Recall 23T4 (located on ServiceNet, under *Campaign Circulars*). (If any issues occur during or after the software update, a TAC contact must be created. See TSB 2045801 in ElsaPro for more information).
- ▶ **Note that the technician must use a cable connection (not a Bluetooth connection) when performing the software update.** Claims for consequential damage resulting from use of a Bluetooth connection will be denied.



ODIS screens showing connection type. Do not perform the update while using a Bluetooth connection (left). A cable connection must be used (right).

Delighting the customer

- ▶ Once the service appointment has been scheduled, dealers are encouraged to offer “Delight” elements to the customer (such as pickup and delivery, loaner, fuel, or other transportation). See *AWC 17-01: Customer Delight Coding – “Extended Emissions Warranty” Limited Warranty Extension for Model Year 2015 A3 2.0L TDI vehicles* for full details (located on Audi Warranty Online, under *Bulletins & Communications >> Communications*).

Extended Warranty

- ▶ Complete details of the extended warranty for updated vehicles is in *AWA 17-01: “Extended Emissions Warranty” Limited Warranty Extension for Model Year 2015 A3 2.0L TDI vehicles* (located on Audi Warranty Online, under *Bulletins & Communications >> Bulletins*).

TDI Contact Information

- ▶ Customer Support.....1-844-982-5246
- ▶ Dealer Support.....1-844-357-7778
- ▶ IN-FORM Tool Support.....1-855-734-8722
- ▶ Audi Claims Assistance.....1-866-677-2834

Frequently Asked Questions

- 1. Q: If a vehicle has a previous condition, should it be resolved before proceeding with the AEM?**
A: If the previous condition is related to drivability or emissions in any way, TAC must be contacted.
- 2. Q: What are customer’s options if he or she allows the AEM to be installed without having made an election?**
A: The customer is no longer eligible for a buyback via the class action, but he or she can still elect the AEM through www.vwcourtsettlement.com and receive the restitution amount.
- 3. Q: What should a technician do if TAC recommends a repair beyond the AEM?**
A: All TAC repair recommendations must follow the typical Service Manager and customer approval process before repairs are performed.
- 4. Q: When should a technician contact TAC?**
A: Technicians should contact TAC for any pre-existing drivability or emissions-related issues and for any issues during or after the update (other than ODIS-related issues).

5. Q: Can a dealer modify a stock unit or service loaner?

FOIA EP/HRQ 2018-2439-000533

A: Not at this time. Only customer-owned vehicles can be modified. All vehicles must be initiated by the IN-FORM tool, and dealer inventory vehicles will be stopped.

6. Q: If a vehicle requires a new ECM, does the vehicle need to be updated with the AEM?

A: Yes, it is illegal to install an ECM in a vehicle without the AEM. If the customer does not want the AEM, he or she must consider a buyback.

7. Q: How can I check if a recall is still open on a VIN?

A: Check Elsa and/or ODIS.

8. Q: What if a Canadian vehicle is brought to a US dealership for modification?

A: US dealers should not perform cross-border modifications, as doing so complicates the settlement obligations and validations. US dealers can only modify vehicles built for the US market, and US vehicles should not be modified in Canadian dealerships.

9. Q: Can the IN-FORM tool be downloaded?

A: The IN-FORM tool is not available for download. It is a web site. Enter tdi-inform.track360.com into the browser on a computer, mobile device, or tablet and save it as a favorite for quick access.

10. Q: What if the dealership is having timeout issues or the IN-FORM tool freezes when processing (Access Pending)?

A: Confirm that the dealership's WiFi bandwidth is sufficient (at least 3G speed). If this step can be processed on a desktop computer with a hard connection, the issue is likely related to the WiFi bandwidth.

11. Q: Can I use another person's login for the IN-FORM tool?

A: No. Individuals must use their own login.

12. Q: How do dealer employees get authorization to access forms?

A: The employee should follow the process in the IN-FORM tool be added/updated in the LMS. Once his or her Service Manager approves the request, it can take 24-48 hours for 24G to update the employee's profile.
For urgent requests (due to an immediate issue), the AASM may contact the IN-FORM helpline (1-855-734-8722) directly to have the change made. Such requests will be monitored for abuse.

13. Q: Why is an unlock code requested when some VINs are entered?

A: The IN-FORM tool immediately checks the customer portal to verify that the customer elected to have the AEM and that all necessary steps were performed. If these steps were not performed, the tool immediately stops any progress until the customer calls the TDI Helpline to verbally approve the completion of the AEM, as there are legal implications for this decision.

14. Q: If a technician performs the modification portion, why can't he or she also complete the validation portion?

A: The intent of the validation portion is to have an additional person review the modification to ensure that nothing was missed or incorrectly completed.

15. Q: What happens if a dealer performs the modification on a vehicle without the customer knowing about it or approving it? (For example, if the vehicle was brought in for unrelated service and due to the open campaign, the technician performed the modification without using the IN-FORM tool.)

A: This will prevent the customer from getting his or her vehicle bought back. In addition, the dealer will not be paid for performing this AEM.

16. Q: What if the photos are not clear?

A: All photos must be clear and accurate. The photos are used for documentation for the government to show that every vehicle was properly modified. Unclear or incorrect photos will not be accepted, and Warranty will cancel the claim.

17. Q: Is there a specific photo size or resolution requirement for the IN-FORM photos?

A: Photos must not be larger than 15MB. Photos smaller than 250KB may be too small to be clear.

18. Q: Can the IN-FORM tool be opened up to change photos after submission?

A: No. Photos can be modified in the IN-FORM tool only up until service manager validation, but once the service manager validates the repair, no changes can be made to the photos. If changes need to be made to photos that have already been submitted, AASM approval is required.

19. Q: What should the dealership do if the IN-FORM tool will not provide a checkmark for the software update?

A: The technician should follow the directions provided by the tool, which say to push the logs again. If that does not fix the issue immediately, contact TAC for assistance.

20. Q: Are there instances when the complete GFF log might not be visible?

A: This is occurring in limited instances and is under investigation. If this occurs, the technician should attempt to resubmit the log, and if it still is not complete or progressing, the technician should contact TAC.

21. Q: Can we have VINs removed from the Dealer Open Recall Report?

A: While the IN-FORM tool will stop all inventory vehicles, a process is being developed with Germany to block all of these VINs.

22. Q: Should a customer receipt print \$0.00?

A: No. There is a customer portal issue that causes this when a vehicle has very low mileage. The issue is being investigated. A correct receipt is typically available within an hour.

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To: [VW Settlement](#); eescdcopy.enrd@usdoj.gov; [Kiyota, Diane@ARB](mailto:Kiyota.Diane@ARB); [Kamel, Alexandra@ARB](mailto:Kamel.Alexandra@ARB); nicklas.akers@doj.ca.gov; judith.fiorentini@doj.ca.gov; david.zonana@doj.ca.gov
Subject: Re: DJ # 90-5-21-1-11386 - Communication Concerning the Gen3 Approved Emissions Modification
Date: Monday, February 6, 2017 6:43:21 PM
Attachments: [2017-02-06.pdf](#)

Counsel,

Pursuant to Paragraph 4.3.13 of the 2.0 Liter Partial Consent Decree, Settling Defendants provide to EPA and CARB the attached copy of a communication concerning the Approved Emissions Modification directed at VW Dealers regarding the Generation 3 Approved Emissions Modification.

Regards,
Logan MacCuish

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Volkswagen

Warranty Information

General Communication

Number: VWC-17-02

Subject: Cable Connection is Required for the Emissions Recall 23Q3 Software Update

Date: Feb. 6, 2017

This document conveys
Volkswagen Warranty general
information.

Cable Connection is Required between the VAS 6150X Tester and the VAS 5054A Transmitter Head for the Emissions Recall 23Q3 Software Update

This communication is a reminder that a **cable connection** is required when performing the 23Q3 emissions recall software update.

Points to Remember

- ▶ VAS6150X diagnostic tester or equivalent must be updated with the most current ODIS Service application and diagnostic content version prior to performing any Software Version Management update
- ▶ Dealers **must** always “hardwire with a USB cable connection” (not a Wi-Fi or Bluetooth connection) between the VAS 6150X Tester and the VAS 5054A Transmitter Head
- ▶ Wi-Fi or Bluetooth connection between the VAS 6150X Tester and the VAS 5054A Transmitter Head is **prohibited**, and can be traced by Volkswagen of America
- ▶ Claims for ECM/TCM failure or other consequential component failure resulting from a Wi-Fi or Bluetooth connection error during this update will be rejected for payment

ODIS Screens Showing Connection Type



ODIS screens showing connection type. Do not perform the update while using a Wi-Fi or Bluetooth connection (left images). A cable connection must be used (right image).

Questions

For any questions regarding this communication, please contact the Warranty Helpline at 1-866-306-8447 or warranty.helpline@vw.com.

From: [MacCuish, Logan](#)
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Subject: Re: DJ # 90-5-21-1-11386 - Communication Concerning the Gen3 Approved Emissions Modification
Date: Friday, April 07, 2017 7:13:11 PM
Attachments: [VWC-17-04 Sales Preparation Program for New Unused Unsold Model Year 201....pdf](#)

Counsel,

Pursuant to Paragraph 4.3.13 of the 2.0 Liter Partial Consent Decree, Settling Defendants provide to EPA and CARB the attached copy of a communication concerning the Approved Emissions Modification regarding the Generation 3 Approved Emissions Modification.

Regards,
Logan MacCuish

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Volkswagen

Warranty Information

General Communication

Number: VWC-17-04

Subject: Sales Preparation Program for New, Unused, Unsold Model Year 2015 Volkswagen 2.0L TDI Vehicles in Dealer Stock with Less than 1,000 Miles

Date: Apr. 7, 2017

This document conveys Volkswagen Warranty general information.

New, unused, unsold Model Year 2015 Volkswagen 2.0L TDI vehicles in dealer stock with less than 1,000 miles may require additional attention prior to retail sale.

To support dealers in preparing these vehicles for sale, and to help ensure a positive customer delivery experience, Volkswagen is offering a sales preparation program that allows dealers to prepare these vehicles before sale (within certain parameters).

Certain services will be mandated for all new, unsold Model Year 2015 VW 2.0L TDI dealer stock vehicles with less than 1,000 miles in order to bring these vehicles in line with maintenance cycles and proper detailing. Some vehicles may require additional services in order to mitigate any extreme or environmental effects.

Service Instructions

Note that the information in this communication can also be found in Technical Bulletin Instance Number 2047422 *Extended Inspection for New, Unused, Unsold Model Year 2015 Volkswagen 2.0L TDI Vehicles in Dealer Stock with Less than 1,000 Miles*.

Step 1:

Perform the updated work procedure found in the revised 23Q3 Emissions Recall Circular. This step **must** be performed prior to any sales preparation activity. Ensure the IN-FORM tool is properly utilized for the approved emissions modification. The IN-FORM tool can be accessed here: <https://tdi-inform.track360.com/>. Not using the IN-FORM tool to properly document and validate the modification will stop the processing of payment for your dealership even if the modification has been completed.

It is critical to ensure that all six components included in the **23Q3 Emissions Recall Circular Appendix A – Requirements for Vehicles within “NEW” Inventory** are applied to the vehicle. Please refer to the latest 23Q3 Emissions Recall Circular for more information on the additional requirements.



Volkswagen

Warranty Information

Step 2:

Review/perform the mandatory sales preparation services listed below. Note that repair authorization is not required for these items, however, documentation is required per the *Volkswagen Warranty Policies and Procedures Manual*.

- Test battery using Midtronics tester, charge or replace battery as necessary
- Road test vehicle for 10 miles
- Check and replace (if necessary) front wiper blades
- Perform engine oil change with filter
- Replace cabin air filter
- Perform brake fluid flush
- Replace fuel filter
- Add diesel fuel (maximum \$12)
- Perform vehicle detail
- Ensure that *Inventory Vehicle Extended Inspection/Maintenance Form* (attached) is completed for all required inspection items. The form must be completed and signed for each vehicle, and must be retained as part of required documentation, along with a valid repair order

Step 3:

Review/perform the services listed below based on the result of a road test. Note that repair authorization is required for these items before proceeding with sales preparation services. If brake components or tires are in need of replacement, create a Warranty Repair Acceptance Request in WISE > Operations using *VW-Owned TDI Request* for authorization. If authorized, perform repairs and retain replaced parts, if any, for QTM inspection.

Note: Dealers should be prepared to provide documentation of 30-day inventory maintenance services, if requested.

- Brakes
If brake vibration/noise is present after road test, replace brake pads/rotors on affected axle(s). Retain replaced parts, if any, for QTM inspection
- Tires
If tire vibration is present after road test, extend road test additional 10 miles (as noted on *Inventory Vehicle Extended Inspection/Maintenance Form*) and recheck for vibration. If still present, replace affected tire(s). Retain replaced parts, if any, for QTM inspection

Step 4:

Perform other services needed for vehicle to be saleable as new. Note that if other services are needed, create a Warranty Repair Acceptance Request in WISE > Operations using *VW-Owned TDI Request* for authorization. If authorized, perform repairs and retain replaced parts, if any, for QTM inspection.



Volkswagen

Warranty Information

Authorization and Documentation Reference

Item	Document per Warranty Policy	WISE Warranty Repair Acceptance	Parts Retention for QTM Inspection
Wiper blades	X		
Cabin air filter	X		
Fuel filter	X		
Fluids	X		
Battery	X		X
Brakes	X	X	X
Tires	X	X	X
Other items	X	X	X

Claim Coding

For Step 2			
Claim Type	9SP		
Service Number	X130		
Damage Code	0010		
Part Manufacturer Code	444		
Labor Operations	Review/perform Step 2 items <u>without</u> battery replacement	01010099	350 TU
	Review/perform Step 2 items <u>with</u> battery replacement	01010099	440 TU
Fuel	Outside material: FUEL	Up to \$12.00	
Parts (as needed)	Wiper blades, engine oil, engine oil filter, cabin air filter, brake fluid, fuel filter, battery	See ETKA for part numbers	



Volkswagen

Warranty Information

For Step 3		
Claim Type	9SP	
Service Number	X132	
Damage Code	0010	
Part Manufacturer Code	444	
Labor Operations	See ElsaPro for labor operations. Note: Diagnosis and/or test drive labor operations are NOT permitted.	
Parts (as needed)	Outside material: TIRES	Must be identical to original equipment
	Brake pads/rotors	See ETKA for part numbers

For Step 4		
Claim Type	9SP	
Service Number	X133	
Damage Code	0010	
Part Manufacturer Code	444	
Labor Operations	See ElsaPro for labor operations	
Parts (as needed)	See ETKA for part numbers	

Questions

For any questions regarding this communication, please contact the Warranty Helpline at 1-866-306-8447 or warranty.helpline@vw.com.

Inventory Vehicle Extended Inspection/Maintenance Form

Stock Number:

Dealer Number:

R.O. Number:

VIN:

Mileage In:

Mileage Out:

Technical Inspection – Pre-Road Test

- ☐ Transport mode deactivated
- ☐ Perform battery test with Midtronics test equipment. Charge or replace battery if indicated by test result
- ☐ Campaign 23Q3 including Appendix A must be performed
- ☐ Check vehicle interior condition
- ☐ Visual inspection of vehicle body
- ☐ Check and adjust tire pressure to specification
- ☐ Check engine oil level
- ☐ Check fluid level (brakes and coolant)
- ☐ Check and adjust wheel bolt torque, if needed

Road Test – 10 Mile Minimum

- ☐ During road test, add diesel fuel (up to \$12.00)
- ☐ Apply brakes several times to remove surface corrosion (in a safe and appropriate area)
- ☐ Observe proper driving characteristics of vehicle (noise, vibration, flat spots on tires)
- ☐ If, after 10 miles, abnormal driving characteristics are still present, extend road test for additional 10 miles

Technical Inspection – Post-Road Test

- ☐ Visually inspect vehicle undercarriage (brake lines, exhaust, steering, bushings)
- ☐ Check for debris and clean plenum area, under hood, and sunroof drains
- ☐ Perform all outstanding campaigns/updates, if any
- ☐ Perform other items listed under STEP 2
 - ☐ Replace front windshield wiper blades, if necessary
 - ☐ Change engine oil and filter
 - ☐ Replace cabin air filter
 - ☐ Perform brake fluid flush
 - ☐ Replace fuel filter

I certify that all operations have been completed and that this vehicle has been prepared in accordance with Volkswagen procedures and quality standards. (Attach this checklist to the repair order)

- ☐ All product updates have been checked

Technician Signature:

Date:

From: [MacCuish, Logan](#)
To: [VW Settlement](#); eescdcopy.enrd@usdoj.gov; [Kiyota, Diane@ARB](mailto:Kiyota.Diane@ARB); [Kamel, Alexandra@ARB](mailto:Kamel.Alexandra@ARB); nicklas.akers@doj.ca.gov; judith.florentini@doj.ca.gov; david.zonana@doj.ca.gov
Subject: Re: DJ # 90-5-21-1-11386 - Communication Concerning the Gen3 Approved Emissions Modification
Date: Wednesday, April 12, 2017 7:37:03 PM
Attachments: [VWC-17-06 In-Service Date Processing for New Unsold MY15 VW 2.0L TDI Veh....pdf](#)

Counsel,

Pursuant to Paragraph 4.3.13 of the 2.0 Liter Partial Consent Decree, Settling Defendants provide to EPA and CARB the attached copy of a communication concerning the Approved Emissions Modification regarding the Generation 3 Approved Emissions Modification.

Regards,
Logan MacCuish

Logan MacCuish
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Volkswagen

Warranty Information

General Communication

Number: VWC-17-06

Subject: In-Service Date Processing for New, Unsold Model Year 2015 Volkswagen 2.0L TDI Vehicles in Dealer Stock with Over 1,000 Miles

Date: Apr. 12, 2017

This document conveys Volkswagen Warranty general information.

It has been identified that some Model Year 2015 Volkswagen 2.0L TDI vehicles in dealer stock have over 1,000 miles on them and have never been delivered. Without an in-service date for these vehicles, Campaign or Sales Preparation Program (Step 2) SAGA claims cannot be processed.

Please Note: Reimbursement will not be provided for Steps 3 and 4 of the Sales Preparation Program for vehicles over 1,000 miles.

To support dealers with these vehicles, the following in-service date process has been established:

1. Perform Step 1 (23Q3 Emissions Recall and utilize the In-Form tool) and Step 2 (Mandatory Sales Preparation Services) of the Sales Preparation Program
2. Perform any other open Recalls or Service Actions
3. Upload the repair order with the 23Q3 Emissions Recall and any other Recalls or Service Actions performed to WISE > Operations > Doc-IT
 - a. Enter **TDI Sales Prep** into the Doc-IT Claim Number box to expedite the processing of the in-service date (example below)

The screenshot shows a web interface for adding documents. At the top, there are tabs for 'Add Document(s)', 'Uploaded Documents', and 'Archived'. Below the tabs is a section titled 'Add Document(s)'. It contains two input fields: 'Claim Number*' and 'VIN*'. The 'Claim Number*' field is highlighted with a red oval and contains the text 'TDI Sales Prep'. The 'VIN*' field contains the text '3VWSC7A09M123456'.

4. Upon receipt of valid documentation, Volkswagen of America, Inc. (VWoA) will process an in-service date of 04/10/2017 for all Model Year 2015 Volkswagen 2.0L TDI vehicles in dealer stock with greater than 1,000 miles
5. Validate that the in-service process has been initiated and a date is displayed in Elsa; this should occur approximately 48 to 72 hours after the repair order has been uploaded in Doc-IT
6. Submit the Recall claim(s) and Sales Preparation Step 2 claim into SAGA for reimbursement
 - a. With the vehicle now active with an in-service date, the Recall(s) must be submitted in SAGA with a 710 claim type and the mandatory sales preparation services (Step 2) must be submitted with a 1SP claim type

VWoA will only provide reimbursement for the 23Q3 Emissions Recall (Step 1 of the Sales Preparation Program) and Mandatory Sales Preparation Services (Step 2 of the Sales Preparation Program).

Questions

For any questions regarding this communication, please contact the Warranty Helpline at 1-866-306-8447 or warranty.helpline@vw.com.



**FAQs for the Sales Preparation Program for New, Unsold Model Year 2015 Volkswagen
2.0L TDI Vehicles in Dealer Stock**

1. **How can we prevent errors while performing the 23Q3 Emission Recall?** It is very important to follow the 23Q3 Emission Recall Circular carefully. Use of an approved battery charger to maintain system voltage and USB cable connection of the diagnostic tester during the software update is critical.
2. **How will vehicles with over 1,000 miles be handled? Should any work be started on these vehicles?** The sales preparation program related to technical bulletin 00-17-05 is offered for vehicles with 1000 miles or more. For vehicles with greater than 1000 miles, dealers can have the 23Q3 Emission Recall closed by sending the repair order to the WHL via the WISE Doc-It workflow. Refer to Warranty Communication VWC-17-06 for complete details.
3. **For vehicle concerns that may be warrantable (i.e., key fob battery, oil leak, etc), should normal warranty repair procedures apply or should a Warranty Repair Acceptance Request be opened in WISE?** Normal policies and procedures apply for warranty repairs prior to delivery. It is not necessary to submit a Warranty Repair Acceptance Request in VW-WISE nor is it necessary to create a VTA case unless otherwise required by policy.
4. **Will the replacement of a rear wiper blade need a Warranty Repair Acceptance Request in WISE?** A rear wiper blade may be replaced under the Sales Preparation Program Step 2 without additional authorization. Claim the wiper blade(s) along with Step 2 Mandatory Services using Service Number X130.
5. **It was mentioned at the National Aftersales Meeting that a VTA should be opened on every vehicle. This does not appear to be stated in the communications. Is this necessary?** VTA is not required for the Sales Preparation Program. VTA is required if issues are encountered during 23Q3 Emission Recall such as pre-existing MIL ON conditions. Warranty Repair Acceptance Request in VW-WISE is required in accordance with the Sales Preparation Program communication.
6. **Can we get UPS tracking numbers for the TDI packets?** Region Directors of Fixed Operations have been provided with contact information for VW Distribution 877-299-0505 or distributionsupport@vw.com to investigate late or missing packages. ETA for all packages was 4/11/2017 COB.
7. **Is it required to have the Approved Emission Modification claim paid before a Warranty Repair Acceptance Request in WISE can be opened?** The 23Q3 Emission Recall must be completed prior to commencing with Sales Preparation work. However the 23Q3 Emission Recall claim need not be in a reimbursed status to begin the sales preparation services.
8. **What should be done about Customer Mobility Program (CMP) vehicles?** Vehicles in the CMP with an in-service date are eligible to have the 23Q3 Emission Recall processed using claim type 710.
9. **Where should we place the Monroney and Monroney Addendum since they don't fit together on any one side window?** It's acceptable to place the Monroney on the passenger side front window and the addendum on the passenger side rear window. The labels must be on the same side of the vehicle.
10. **Some of the parts to complete the mandatory services are back-ordered. What do we do?** It is acceptable to eliminate the replacement of certain parts which are known to be backordered such as wiper blades or pollen filter. Dealers should deduct the appropriate labor if steps are eliminated.



**FAQs for the Sales Preparation Program for New, Unsold Model Year 2015 Volkswagen
2.0L TDI Vehicles in Dealer Stock**

11. **Do I need to submit a Warranty Repair Acceptance Request for each additional repair?** The Sales Preparation Program is offered to support dealers with issues related to long-term storage. It is important to use this program to remedy those types of concerns. Defects in materials and/or workmanship should be handled using normal warranty processes.
12. **Do we need to drain and fill the Ad-Blue System?** It is not necessary to replace or top-off the Ad-Blue fluid.
13. **What do I do with VINs showing up as not assigned to my dealership in the IN-FORM tool?** This case is likely related to a dealer-traded unit. It is necessary for the dealer attempting to use the in-form tool to contact VWoA's IT Helpdesk at 248-754-4357.
14. **What about missing items such as floor mats, center caps for wheels, owner's manual and tow hook cover?** These items are not related to long-term storage nor constitute a manufacturer's defect and are therefore not covered by the Sales Preparation Program or under any warranty.
15. **How long do I need to keep the replaced tires or batteries?** Batteries/ brake parts/ tires and other damaged parts related to the Sales Preparation Program should be retained for QTM inspection.
16. **What about other damage such as hail dings or door dents?** Dents, dings and scratches caused by how the vehicle was stored are not covered by the Sales Preparation Program or under any warranty.
17. **Why do I need to separate Warranty Repair Acceptance Requests for front and rear brakes?** A separate WISE request is needed for each issue because it is driven by Service Number. As an example, it is possible that the front brakes will be approved and the rear brakes rejected. If there is only one request for both axles, this may create confusion for dealers and others.
18. **What if after long-term storage, the paint on some vehicles won't respond to conventional detailing treatments?** Paint concerns are approved by the QTMs for the Sales Preparation Program just as they are for warrantable conditions.
19. **Why do I have to attach pictures or worksheets to a Warranty Repair Acceptance Request?** Providing as much information as possible will support the QTM's assessment of the concern and expedite the processing.
20. **Why do we have to wait for the QTM to come and inspect the vehicle?** QTMs are inspecting vehicles on a case by case basis to better provide an assessment of the concern.
21. **When can we deliver these cars?** The vehicles may be delivered after all recalls have been completed properly and the Sales Preparation Services are complete. We're delivering these vehicles within the J.D. Power survey window for Initial Quality. It is extremely important that these customers have a perfect delivery experience with a clean and defect-free vehicle.
22. **How long will it take to get the 23Q3 Emission Recall claim paid?** Claims are approved for payment based on the correctness of the claim and that the In-Form tool was utilized correctly. Typical process time for claims is three business days.
23. **Do I have to complete the 23Q3 Emission Recall before moving on to step 2 of the Sales Preparation Program?** Yes



***FAQs for the Sales Preparation Program for New, Unsold Model Year 2015 Volkswagen
2.0L TDI Vehicles in Dealer Stock***

24. **Why do I have to submit a Warranty Repair Acceptance request for tires, brakes and other services?** The QTM is to validate that repairs are related to the long-term storage of the vehicle.
25. **Can I perform a state inspection before the 23Q3 Emission Recall has been performed?** Yes
26. **Do I need to open a separate repair order for the 23Q3 Emission Recall and the Extended Inspection?** Dealers can perform all the repairs on one repair order or separate repair orders, as needed. A separate line is needed for each claim of the 23Q3 Emission Recall, the installation of the Approved Emission Modification documentation (Window labels and paperwork in glove box), and the Sales Preparation Program services.
27. **Why does the IN-FORM application show "No Claim" under the "Claim Status" on the Service Forms landing page?** It is likely because the vehicle is an unsold unit. There has not been an option for a vehicle owner to submit a buyback or AEM request. It is OK to continue with the AEM.
28. **What will be done about the corrosion located on the brake rotors?** Corrosion on a brake rotor, that is not part of the friction surface, does not present a functional issue and will not be addressed under the Sales Preparation Program nor any warranty.
29. **What is needed when submitting a Warranty Repair Acceptance Request for tires and/or rotors?** Anything that the QTM could use to make a proper assessment of the concern. Images of the concern, diagnostic worksheets, etc. could be used to assist the QTM.
30. **How long does it take to process a Warranty Repair Acceptance Request for brakes, tires or additional services?** You will typically receive a response within one business day.
31. **When replacing tires, can we get them from any local supplier?** When possible, dealers must utilize Dealer Tire for sourcing of replacement tires. Only original equipment brand and size tires may be installed on new vehicles prior to sale.

From: [MacCuish, Logan](#)
To: [VW Settlement](#); eescdcopy.enrd@usdoj.gov; [Kiyota, Diane@ARB](mailto:Kiyota.Diane@ARB); [Kamel, Alexandra@ARB](mailto:Kamel.Alexandra@ARB); nicklas.akers@doj.ca.gov; judith.fiorentini@doj.ca.gov; david.zonana@doj.ca.gov
Subject: Re: DJ # 90-5-21-1-11386 - Communication Concerning the Gen3 Approved Emissions Modification
Date: Friday, April 21, 2017 6:49:15 PM
Attachments: [FAQs for the Sales Preparation Program for New, Unsold Model Year 2015 V....pdf](#)

Counsel,

Pursuant to Paragraph 4.3.13 of the 2.0 Liter Partial Consent Decree, Settling Defendants provide to EPA and CARB the attached copy of a communication concerning the Approved Emissions Modification directed at VW Dealers regarding the Generation 3 Approved Emissions Modification.

Regards,
Logan MacCuish

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Volkswagen

**FAQs for the Sales Preparation Program for New, Unsold Model Year 2015 Volkswagen
2.0L TDI Vehicles in Dealer Stock (REVISED)**

1. **How can we prevent errors while performing the 23Q3 Emission Recall?** It is very important to follow the 23Q3 Emission Recall Circular carefully. Use of an approved battery charger to maintain system voltage and USB cable connection of the diagnostic tester during the software update is critical.
2. **How will vehicles with over 1,000 miles be handled? Should any work be started on these vehicles?** The Warranty Communication VWC-17-06 addresses vehicles with 1000 miles or more for the processing of the 23Q3 Emission Recall. Step 2 of the Sales Preparation Program can be completed on these units after the 23Q3 Emissions Recall has been completed and submitted. Step 3 services will not be performed on units with greater than 1000 miles.
3. **For vehicle concerns that may be warrantable (i.e., key fob battery, oil leak, etc.), should normal warranty repair procedures apply or should a Warranty Repair Acceptance Request be opened in WISE?** Normal policies and procedures apply for warranty repairs prior to delivery. It is not necessary to submit a Warranty Repair Acceptance Request in VW-WISE nor is it necessary to create a VTA case unless otherwise required by policy.
4. **Will the replacement of a rear wiper blade need a Warranty Repair Acceptance Request in WISE?** A rear wiper blade may be replaced under the Sales Preparation Program Step 2 without additional authorization. Claim the wiper blade(s) along with Step 2 Mandatory Services using Service Number X130.
5. **Is it necessary to open a VTA case for each car?** VTA is not required for the Sales Preparation Program. VTA is required if issues are encountered during the 23Q3 Emission Recall such as pre-existing MIL ON conditions. Warranty Repair Acceptance Request in VW-WISE is required in accordance with the Sales Preparation Program communication.
6. **Where can dealers obtain additional TDI-related documents such as labels, booklets and the like?** Dealers may contact VW Distribution 877-299-0505 or distributionsupport@vw.com to inquire about additional or replacement documents.
7. **Is it required to have the Approved Emission Modification claim paid before a Warranty Repair Acceptance Request in WISE can be opened?** The 23Q3 Emission Recall must be completed and submitted prior to consideration for Sales Preparation Program payment. However the 23Q3 Emission Recall claim need not be in a reimbursed status to begin the sales preparation services.
8. **What should be done about Customer Mobility Program (CMP) vehicles?** Vehicles in the CMP with an in-service date are eligible to have the 23Q3 Emission Recall processed using claim type 710.
9. **Where should we place the Monroney and Monroney Addendum since they don't fit together on any one side window?** It's acceptable to place the Monroney on the passenger side front window and the addendum on the passenger side rear window. The labels must be on the same side of the vehicle.
10. **Some of the parts to complete the mandatory services are back-ordered. What do we do?** It is acceptable to eliminate the replacement of certain parts not related to the longevity of the vehicle systems such as wiper blades or pollen filter which are known to be backordered. Dealers should not claim the labor or parts if steps are eliminated. Dealers should not proceed with the Sales Preparation Program without replacement of critical parts such as fuel filter or oil filter.



Volkswagen

**FAQs for the Sales Preparation Program for New, Unsold Model Year 2015 Volkswagen
2.0L TDI Vehicles in Dealer Stock (REVISED)**

11. **Do I need to submit a Warranty Repair Acceptance Request for each additional repair?** The Sales Preparation Program is offered to support dealers with issues related to long-term storage. It is important to use this program to remedy those types of concerns. Each additional repair related to long-term storage requires a Warranty Repair Acceptance Request. Defects in materials and/or workmanship should be handled using normal warranty processes.
12. **Do we need to drain and fill the Ad-Blue System?** It is not necessary to replace or top-off the Ad-Blue fluid.
13. **What do I do with VINs showing up as not assigned to my dealership in the IN-FORM tool?** This case is likely related to a dealer-traded unit. It is necessary for the dealer to contact VWoA's IT Helpdesk at 248-754-4357.
14. **What about missing items such as floor mats, center caps for wheels, owner's manual and tow hook cover?** These items are not related to long-term storage nor constitute a manufacturer's defect and are therefore not covered by the Sales Preparation Program or under any warranty.
15. **How long do I need to keep the replaced tires or batteries?** Batteries/brake parts/tires and other damaged parts related to the Sales Preparation Program should be retained for QTM inspection. Dealers may destroy parts after 60 days have elapsed from the reimbursement date of the related Sales Preparation claim.
16. **What about other damage such as hail dings or door dents?** Dents, dings and scratches caused by how the vehicle was stored are not covered by the Sales Preparation Program or under any warranty.
17. **Why do I need to separate Warranty Repair Acceptance Requests for front and rear brakes?** A separate WISE request is needed for each issue because it is driven by Service Number. As an example, it is possible that the front brakes will be approved and the rear brakes rejected. If there is only one request for both axles, this may create confusion for dealers and others.
18. **What if after long-term storage, the paint on some vehicles won't respond to conventional detailing treatments?** Paint concerns are approved by the QTMs for the Sales Preparation Program just as they are for warrantable conditions.
19. **Why do I have to attach pictures or worksheets to a Warranty Repair Acceptance Request?** Providing as much information as possible will support the QTM's assessment of the concern and expedite the processing.
20. **Why do we have to wait for the QTM to come and inspect the vehicle?** QTMs are inspecting vehicles on a case by case basis to better provide an assessment of the concern.
21. **When can we deliver these cars?** The vehicles may be delivered after [all recalls](#) have been completed properly, the related claim(s) are in an approved status and all Sales Preparation Services are completed. The VWoA Sales Department will then release the vehicle for sale.
22. **How long will it take to get the 23Q3 Emission Recall claim paid?** Claims are approved for payment based on the correctness of the claim and that the IN-FORM tool was utilized correctly. Typical process time for claims is three business days.
23. **Do I have to complete the 23Q3 Emission Recall before moving on to step 2 of the Sales Preparation Program?** Yes



Volkswagen

**FAQs for the Sales Preparation Program for New, Unsold Model Year 2015 Volkswagen
2.0L TDI Vehicles in Dealer Stock (REVISED)**

24. **Why do I have to submit a Warranty Repair Acceptance request for tires, brakes and other services?** The QTM is to validate that repairs are related to the long-term storage of the vehicle.
25. **Can I perform a state inspection before the 23Q3 Emission Recall has been performed?** Yes
26. **Do I need to open a separate repair order for the 23Q3 Emission Recall and the Sales Preparation Services?** Dealers can perform all the repairs on one repair order or separate repair orders, as needed. A separate line is needed for each claim of the 23Q3 Emission Recall, the installation of the Approved Emission Modification documentation (Window labels and paperwork in glove box), and the Sales Preparation Program services.
27. **Why does the IN-FORM application show "No Claim" under the "Claim Status" on the Service Forms landing page?** It is likely because the vehicle is an unsold unit. There has not been an option for a vehicle owner to submit a buyback or AEM request. It is OK to continue with the AEM.
28. **What will be done about the corrosion located on the non-friction surfaces of brake rotors?** Corrosion on a brake rotor that is not part of the friction surface, does not present a functional issue and will not be addressed under the Sales Preparation Program nor any warranty.
29. **What is needed when submitting a Warranty Repair Acceptance Request for tires and/or rotors?** Anything that the QTM could use to make a proper assessment of the concern. Images of the concern, diagnostic worksheets, etc. could be used to assist the QTM.
30. **How long does it take to process a Warranty Repair Acceptance Request for brakes, tires or additional services?** You will typically receive a response within one business day.
31. **When replacing tires, can we get them from any local supplier?** Dealers must utilize Dealer Tire for sourcing of replacement tires. Only original equipment brand and size tires may be installed on new vehicles prior to sale.

From: [MacCuish, Logan](#)
To: [VW Settlement](#); eescdcopy.enrd@usdoj.gov; [Kiyota, Diane@ARB](mailto:Kiyota.Diane@ARB); [Kamel, Alexandra@ARB](mailto:Kamel.Alexandra@ARB); nicklas.akers@doj.ca.gov; judith.fiorentini@doj.ca.gov; david.zonana@doj.ca.gov
Subject: Re: DJ # 90-5-21-1-11386 - Communication Concerning the Gen3 Approved Emissions Modification
Date: Tuesday, April 25, 2017 10:29:49 PM
Attachments: [2017-04-25 Communication.pdf](#)

Counsel,

Pursuant to Paragraph 4.3.13 of the 2.0 Liter Partial Consent Decree, Settling Defendants provide to EPA and CARB the attached copy of a communication concerning the Generation 3 Approved Emissions Modification.

Regards,
Logan MacCuish

Logan MacCuish
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From: [MacCuish, Logan](#)
To: [VW Settlement](#); eescdcopy.enrd@usdoj.gov; [Kiyota, Diane@ARB](mailto:Kiyota.Diane@ARB); [Kamel, Alexandra@ARB](mailto:Kamel.Alexandra@ARB); nicklas.akers@doj.ca.gov; judith.fiorentini@doj.ca.gov; david.zonana@doj.ca.gov
Subject: Re: DJ # 90-5-21-1-11386 - Communication Concerning the Gen3 Approved Emissions Modification
Date: Tuesday, May 16, 2017 4:29:51 PM
Attachments: [VWP-17-01 Extended Emissions Warranty Limited Warranty Extension - REVIS....pdf](#)

Counsel,

Pursuant to Paragraph 4.3.13 of the 2.0 Liter Partial Consent Decree, Settling Defendants provide to EPA and CARB the attached copy of a communication concerning the Approved Emissions Modification directed at VW Dealers regarding the Generation 3 Approved Emissions Modification.

Regards,
Logan MacCuish

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Volkswagen

Warranty Information

Policies and Procedures Bulletin

Number: VWP-17-01

Subject: “Extended Emissions Warranty” Limited Warranty
Extension - **REVISED**

Date: May 15, 2017

This document modifies the
Volkswagen Warranty Policies
and Procedures Manual.

Revised due to a change in the claim type for warranty repairs as well as the addition of claim coding information for loaner vehicles.

For Volkswagen 2.0L TDI vehicles repaired by the emissions modification recall, the following warranty extension is applicable.

“Extended Emissions Warranty” Limited Warranty Extension

For the following Volkswagen 2.0 L TDI engine vehicles repaired by the emissions modification recall, a warranty extension is applicable as defined below.

- ▶ 2015 MY Beetle with engine code CVCA
- ▶ 2015 MY Beetle Convertible with engine code CVCA
- ▶ 2015 MY Golf with engine code CRUA
- ▶ 2015 MY Golf SportWagen with engine code CRUA
- ▶ 2015 MY Jetta with engine code CVCA
- ▶ 2015 MY Passat with engine code CVCA

Warranty Period

Once the updated emissions control system software has been installed, Volkswagen will extend the Emissions Control Systems Warranty for certain emissions-related components. The warranty period for the “Extended Emissions Warranty” is the greater of:

- ▶ 11 years or 162,000 miles, whichever occurs first, from the vehicle’s original in- service date; OR
- ▶ 5 years or 60,000 miles, whichever occurs first, from the date and mileage of Phase 1 of the emissions modification. At the time of the subsequent Phase 2 modification, the extended warranty will be honored for 5 years or 60,000 miles, whichever occurs first, from the date and mileage of the completion of Phase 2.

The vehicle’s original in-service date is defined as the date the vehicle was delivered to either the original purchaser or the original lessee; or if the vehicle was first placed in service as a “demonstrator” or “company” car, on the date such vehicle was first placed in service.

Transferability

This warranty extension is fully transferable to subsequent owners.

What Does this Warranty Extension Cover

The “Extended Emissions Warranty” limited warranty extension consists of two parts, the Emission Control System Warranty and the Engine Long Block Warranty.



Volkswagen

Warranty Information

Emission Control System Warranty¹

The emissions control system warranty covers all components which are replaced as part of the emissions modification and any component which can reasonably be impacted by effects of the emissions modification.

The warranty includes the following parts or systems:

- ▶ The entire exhaust after treatment system, including the Diesel Oxidation Catalytic Converter, the Diesel Particulate Filter, the Selective Catalytic Reduction converter, the dosing injector and other Diesel Exhaust Fluid system components, the exhaust flap, and all sensors and actuators;
- ▶ The fuel system, including fuel pumps, high pressure fuel rail, fuel injectors, pressure control valve, and all sensors and actuators;
- ▶ The EGR system, including EGR valves, EGR cooler, EGR filter, EGR temperature sensor, all related hoses and pipes, and all sensors and actuators;
- ▶ The charge air temperature sensor and air-mass sensor;
- ▶ The turbocharger, including the turbocharger damper; and
- ▶ The On-board Diagnostic (OBD) system, including SCR DEF quality sensor.

Engine Long Block Warranty²

The engine long block warranty shall cover the engine sub-assembly that consists of the assembled block, crankshaft, cylinder head, camshaft, and valve train.

What is Not Covered Under this Warranty Extension

This warranty extension will not cover:

- ▶ Any damage or malfunctions caused by installation of non-EPA or non-CARB certified parts, or parts that alter the performance of the engine, engine controls, or exhaust system, such as the installation of engine management components ("chipped" or "tuned" ECMs) not approved by Volkswagen.
- ▶ Other conditions unrelated to the emissions modification that may cause the MIL to illuminate. These conditions may require repairs that are needed for proper diagnosis of the underlying condition. Any repairs that are (1) necessary for proper diagnosis of these other conditions or (2) required to bring the vehicle's emission system up to factory specifications are not covered by this warranty extension.
- ▶ Damage or malfunctions caused by outside influence, such as damage due to an accident, or vehicle misuse or neglect, as well as repairs that are (1) necessary for proper diagnosis of these other conditions or (2) required to bring the vehicle up to factory specifications, are not covered by this warranty extension.

Warranty Extension Coverage Limitations

The warranty and maintenance information that came with the owner's vehicle contains information on the limited warranties applicable to their Volkswagen model. Owners should read these limited warranties carefully to determine their warranty rights and obligations, as this information also applies to the coverage provided to them in this warranty extension.

Vehicle Eligibility

To determine if a vehicle repaired by the emissions modification recall is eligible for the "Extended Emissions Warranty" limited warranty extension, check the VIN in ElsaPro > Vehicle Data. If the warranty extension is applicable to the vehicle, the "Enhanced Coverage" section of the "Vehicle Data" screen in ElsaPro will be populated with the warranty extension parameters.

SAGA Warranty Claim Type

Dealers must use claim type **G14** when submitting warranty claims for the "Extended Emissions Warranty" limited warranty extension.



Volkswagen

Warranty Information

Loaner Vehicle Applicability

The cost or provision of a loaner vehicle for this warranty extension is applicable for warranty service lasting longer than 3 hours.

Claim Type	A1A
Service Number	CU02
Damage Code	0010
Damage Location	Blank
Part Manufacturer Code	MOB
Outside Labor Operation	CU020000
Causal Indicator	Select Outside Labor Operation

Questions

For any questions regarding this warranty extension, please contact the Warranty Helpline at 1-866-306-8447 or warranty.helpline@vw.com.

¹Sensors and Actuators Covered by Extended Warranty

Oxygen sensor	Coolant temperature sensor engine upstream
NO _x sensor	Coolant temperature sensor engine downstream
DPF – Differential pressure sensor	Fuel temperature sensor
Fuel rail pressure sensor	Exhaust gas temperature sensor upstream turbocharger
AdBlue level sensor	Exhaust gas temperature sensor upstream DOC
AdBlue tank temperature sensor	Exhaust gas temperature sensor upstream PM trap
AdBlue quality sensor	Exhaust gas temperature sensor downstream PM trap
Accelerator position sensor MT	Exhaust gas temperature sensor downstream LP EGR cooler
Accelerator position sensor AT	Boost pressure sensor
Throttle valve position sensor	Cylinder pressure sensor/glow plug
Exhaust flap position sensor	
Ambient air temperature sensor	
Crankshaft position sensor	



Volkswagen

Warranty Information

²Long Block Components Covered by Extended Warranty

Block/crankcase
Freeze plug
Piston
Piston with rings
Piston pin
Connecting rod bearings
Connecting rod
Crankshaft
Crankshaft bearing
Crankshaft oil seal
Balance shaft

Balance shaft chain
Camshaft
Camshaft bearings
Camshaft oil seal
Cylinder head
Cylinder head gasket
Cylinder head bolt
Cylinder head cover
Oil pump/gasket
Oil pan



Volkswagen

TDI Dealer FAQs, Checklist and Common Errors

FAQs

1. Is it possible to perform multiple updates on a vehicle during a single ODIS Session?

No. When performing an emissions recall such as the 23U4 during the same repair visit as a 69M9/69M8 recall, **technicians MUST NOT complete more than one software update during a single ODIS Diagnostic Session. You MUST fully complete one update and send all GFF Paperless logs before beginning the other update.** Failure to perform these recalls separately may cause errors updating the FAZIT server in Germany. These errors create reporting anomalies and will likely result in delayed payment of any submitted emissions modification claim.

2. What are some differences in the Gen 2 and Gen 3 VECI Labels?

- Each label will state their specific generation and MY affected.
- The lower right corner will have a part number unique to their generation.
- Gen 2 will show only automatic transmission information.
- **It is critical to apply the correct VECI label to the vehicle due to strict legal requirements.**

Example: Gen 2 VS Gen 3 VECI Label

VECI Gen 2 (23U4)					VECI Gen 3 (23Q3)				
VOLKSWAGEN / AUDI VEHICLE EMISSION CONTROL INFORMATION					VOLKSWAGEN / AUDI VEHICLE EMISSION CONTROL INFORMATION				
Conforms to Consent Decree Maximum Emissions Modification Limits: 2012-2014 MY Diesel GEN 2					Conforms to Consent Decree Maximum Emissions Modification Limits: 2011 MY Diesel GEN 3				
Emission Levels for Modified Vehicles					Emission Levels for Modified Vehicles				
Test	NMOG + NOx g/mi	CO g/mi	HC+NO g/mi	PM g/mi	Test	NMOG + NOx g/mi	CO g/mi	HC+NO g/mi	PM g/mi
Transmission	Automatic	Automatic	Automatic	Automatic	Transmission	Auto / Man	Auto / Man	Auto / Man	Auto / Man
FTP	0.160	4.2	0.018	0.01	FTP	0.160 / 0.190	4.2 / 4.2	0.018 / 0.018	0.01 / 0.01
Hwy FE test	0.100	4.2	0.018	0.01	Hwy FE test	0.100 / 0.100	4.2 / 4.2	0.018 / 0.018	0.01 / 0.01
SFTP composite	0.200	4.2	0.018	0.01	SFTP composite	0.180 / 0.190	4.2 / 4.2	0.018 / 0.018	0.01 / 0.01
FTP@1620m	0.190	4.2	0.018	0.01	FTP@1620m	0.160 / 0.190	4.2 / 4.2	0.018 / 0.018	0.01 / 0.01
031 010 005 H					031 010 005 J				

3. How do I know I have the latest Campaign work procedure?

Because Recall/Campaign Circulars are frequently updated, **it is critical always to verify on ServiceNet for the latest version.**



4. What are some differences in the Gen 2 and Gen 3 Partial Completion Labels?

- Each label will state their specific generation and MY affected.
- The label number in the lower right corner will start with a "W" for Gen 2 and "B" for Gen 3.
- The Gen 2 label is white.
- The Gen 3 label is blue.

Example: Gen 2 VS Gen 3 Partial Completion Label

Partial Completion Gen 2 (23U4)	
<p>The image shows a white rectangular label with a pink border. At the top, it reads "TDI EMISSIONS MODIFICATION - PROOF OF COMPLETION". Below this, there are three stacked boxes labeled "RECALL CODE", "DEALER CODE", and "REPAIR DATE". To the right of these boxes, it says "GENERATION 2 - 2012-2014 MODEL YEAR" (circled in red) and a checkbox for "SOFTWARE UPDATE". At the bottom left, it says "DO NOT REMOVE" and "CAMPT02016_2". At the bottom right, there is a label number "W0000001" (circled in red).</p>	
Partial Completion Gen 3 (23Q3)	
<p>The image shows a blue rectangular label with a pink border. At the top, it reads "TDI EMISSIONS MODIFICATION - PROOF OF PARTIAL COMPLETION". Below this, there are three stacked boxes labeled "RECALL CODE", "DEALER CODE", and "REPAIR DATE". To the right of these boxes, it says "GENERATION 3 - 2015 MODEL YEAR" (circled in red) and a checkbox for "SOFTWARE UPDATE". At the bottom left, it says "DO NOT REMOVE" and "CAMPT02016_3A". At the bottom right, there is a label number "B0000001" (circled in red).</p>	

5. Can the 23U4 and 24CX be done independently from each other?

Yes. The 23U4 will check the O2 sensor in the background, whereas, the O2 sensor will need to be checked manually during the 24CX.

6. How do I access the Service Forms?

To gain access to the Service Forms, you must request access under your "Settings" page. If access is "pending", your Service Manager or Shop Foreman will need to login to the IN-FORM Tool and grant your requested access from their "Permissions" page.



Volkswagen

7. I am the Manager/Foreman and completed the Modification, why can't I complete the Validation?

A user is not authorized to validate their own work. For example a Manager who performs the modification is unable to complete the Manager Validation Documentation Form. If you do not have another Manager available, you may grant another user who has the proper training to complete the Manager Validation Documentation. Additionally, it is imperative that individuals do not share logins; you must use your own.

8. I validated the VIN, but I realized afterwards that the pictures/information is incorrect. Can the forms be reopened?

The forms cannot be reopened once the Manager Validation Form is submitted. If submitted, the next step is to contact your FOM or QTM so they can begin the appropriate process to correct the photo(s).

Note: If forms have not been validated, the original submitter of a picture(s) for their specific form may edit and submit until the Manager Validation Form is submitted.

9. I am a new Service Manager/Foreman, how do I gain access to the tool?

Make sure your information is correctly registered in the Certification Resource Center and VWHub. Please login to VW Cup to ensure your information is accurate. After validating your information, you may now access the IN-FORM Tool. (Note: It may take up to 48 hours for information to update.)

10. Why is the IN-FORM tool asking for a claim number?

The TDI settlement process is an important step in 'making things right' with our customers. On May 22, 2017 we implemented a new step for Service Consultants and Service Managers for customer owned vehicles that are receiving an Approved Emissions Modification. To confirm that the correct customer receives the restitution payment, a Service Consultant or Service Manager will see the following pop-up asking for the "Claim Number" upon selecting the "Continue to Service" button in the IN-FORM Tool.

A warning dialog box with a blue border and a close button (X) in the top right corner. The title is "Warning!". The text inside reads: "Please enter the customer's claim number here. The claim number is available in the VWGoA Online Claims Portal used to file a claim under the Settlements. It can also be found in the email communications that the customer received from VWGoA regarding the claim on their vehicle. If the customer is not able to find the claim number for this vehicle please call the Dealer Support line at 1-844-357-7778. They will be required to provide specific details surrounding the claim in order for a number to be released." Below the text is a text input field labeled "Claim Number" and a blue "Submit" button.

11. What is the customer's claim number?

This is the customer's TDI settlement claim number. It is not the Repair Order or SAGA/Warranty Claim Number.

**12. What if the customer doesn't know their claim number?**

The TDI Settlement Claim Number is available in the VWGoA Online Claims Portal used to file a claim under the Settlement agreement. You can also call the Dealer Support line at 1-844-357-7778.

13. Why am I getting a pop-up requesting an unlock code in the IN-FORM Tool?A screenshot of a web-based warning dialog box. The title bar says 'Warning!' with a close button (X) in the top right corner. The main text reads: 'In order to proceed with the service for this vehicle you will need to contact the Settlement Support Team with the customer present, to have the forms unlocked. We will need to speak with both you and the customer. Please call 844-908-9834.' Below the text is a label 'Unlock Code' above a text input field. At the bottom is a blue button labeled 'Unlock'.

Follow the instructions within the pop-up and contact 1-844-908-9834. The IN-FORM tool is locked and no further actions can be taken until an unlock code is submitted into the tool.

IN-FORM Tool Checklist

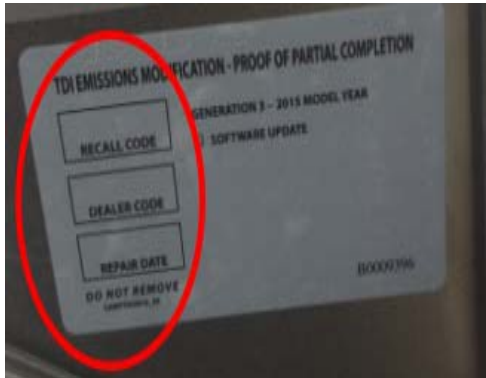
- ✓ The Mileage entered into IN-FORM matches the odometer photo.
- ✓ Gen 2 vehicles require a photo of the new snow-flap installed during the 24CX campaign.
- ✓ The Partial Completion label is completely filled out with recall code "23Q3" or "23U4", dealer code and date of completion.
- ✓ New VECI label is **NOT** placed over old VECI label.
- ✓ Correct labels are installed for corresponding generation.
- ✓ All AEM labels are placed on the correct location per Campaign Circular.
- ✓ Verify all photos are accurate and legible prior to Validation.
- ✓ All 17 digits of the VIN are legible in the Validation photo.
- ✓ Validation photo includes business card next to VIN.
- ✓ All photos must be clear and legible.



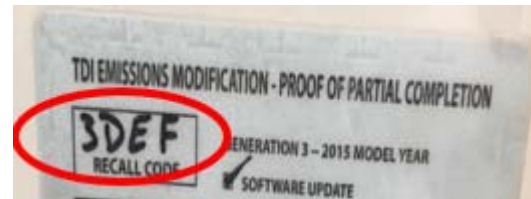
Volkswagen

Common Errors

Empty TDI Label



Incorrect Recall Code



TDI Label Missing Recall Code

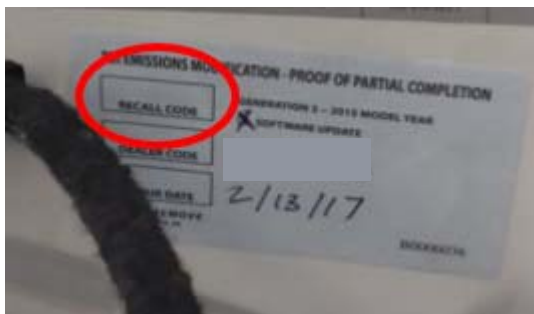


Photo of Old VECI Label



From: [MacCuish, Logan](#)
To: [VW Settlement](#); eescdcopy.enrd@usdoj.gov; [Kiyota, Diane@ARB](mailto:Kiyota.Diane@ARB); [Kamel, Alexandra@ARB](mailto:Kamel.Alexandra@ARB); nicklas.akers@doj.ca.gov; judith.fiorentini@doj.ca.gov; david.zonana@doj.ca.gov
Subject: Re: DJ # 90-5-21-1-11386 - Communication Concerning Approved Emissions Modifications
Date: Wednesday, June 14, 2017 9:46:57 PM
Attachments: [Dealer Communication \(CBI\).pdf](#)

Counsel,

Pursuant to Paragraph 4.3.13 of the 2.0 Liter Partial Consent Decree, Settling Defendants provide to EPA and CARB the attached copy of a communication directed at VW Dealers concerning the Approved Emissions Modifications.

Regards,
Logan MacCuish

Logan MacCuish
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lmaccuish@kslaw.com

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August 2, 2017

EES Case Management Unit
Environment and Natural Resources Division
U.S. Department of Justice
P.O. Box 7611
Washington, D.C. 20044-7611
Re: DJ # 90-5-2-1-11386

Director
Air Enforcement Division
Office of Civil Enforcement
U.S. Environmental Protection Agency
1200 Pennsylvania Avenue NW
3142 William Jefferson Clinton South
Mail Code 2242A
Washington, D.C. 20460

Chief Counsel
California Air Resources Board
Legal Office
1001 I Street
Sacramento, California 95814

Senior Assistant Attorney General
Consumer Law Section
California Department of Justice
455 Golden Gate Ave., Suite 11000
San Francisco, CA 94102-7004

Senior Assistant Attorney General
Environment Section
Office of the Attorney General
P.O. Box 944255
Sacramento, CA 94244-2550

Re: Dealer Communications

To Whom It May Concern:

Pursuant to Paragraph 4.3.13 of the 2.0 liter (“2.0L”) Partial Consent Decree,¹ Settling Defendants provide to EPA and CARB the enclosed dealer communications.

Settling Defendants assert that this letter, the attachment, and the information contained therein contain confidential and proprietary business information concerning Settling Defendants within the meaning of the EPA Freedom of Information Act (“FOIA”) regulations, 40 C.F.R. § 2.201, and the California Public Records Act (“CPRA”), Cal. Gov. Code § 6250 et. seq. The

¹ In Re: Volkswagen “Clean Diesel” Marketing, Sales Practices, and Products Liability Litigation, MDL NO. 2672 CRB (JSC), United States District Court, Northern District of California.

materials also contain confidential and proprietary commercial and financial information within the meaning of the DOJ FOIA regulations, 28 C.F.R. § 16.7. Accordingly, Settling Defendants request that this submission be accorded confidential, non-public treatment pursuant to FOIA and the CPRA, and that any transcripts, notes, memoranda, or other materials made by, recipients receive similar treatment. If the contents become the subject of a FOIA or CPRA request, please contact me and we will provide further information in support of Settling Defendants' request for confidential treatment.

Should you have any questions, please contact me at your earliest convenience

Yours Very Truly,

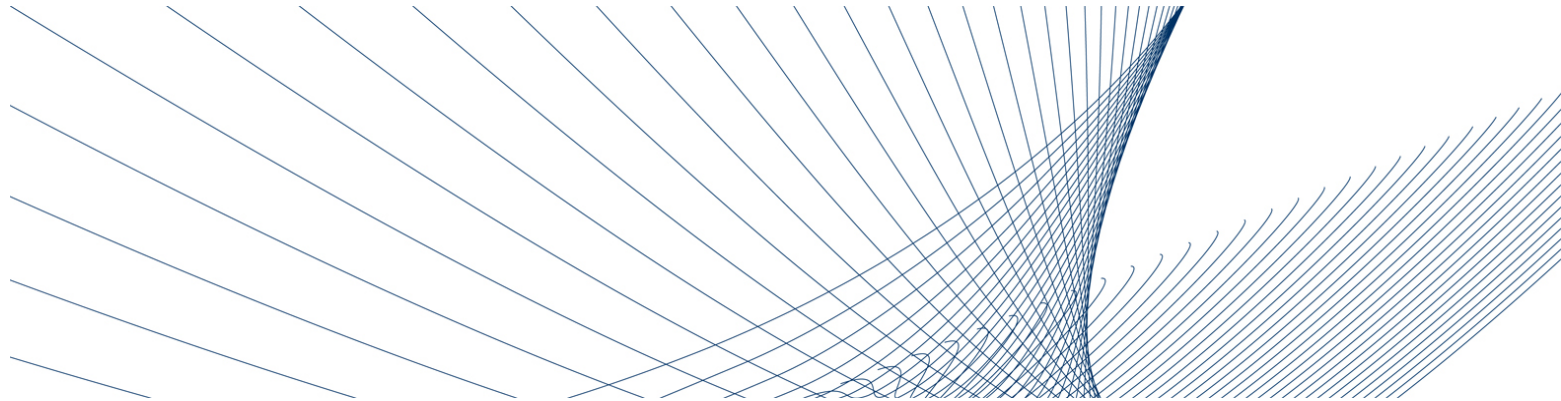
/s/ Logan MacCuish

Enclosure

Enclosure 1

VOLKSWAGEN

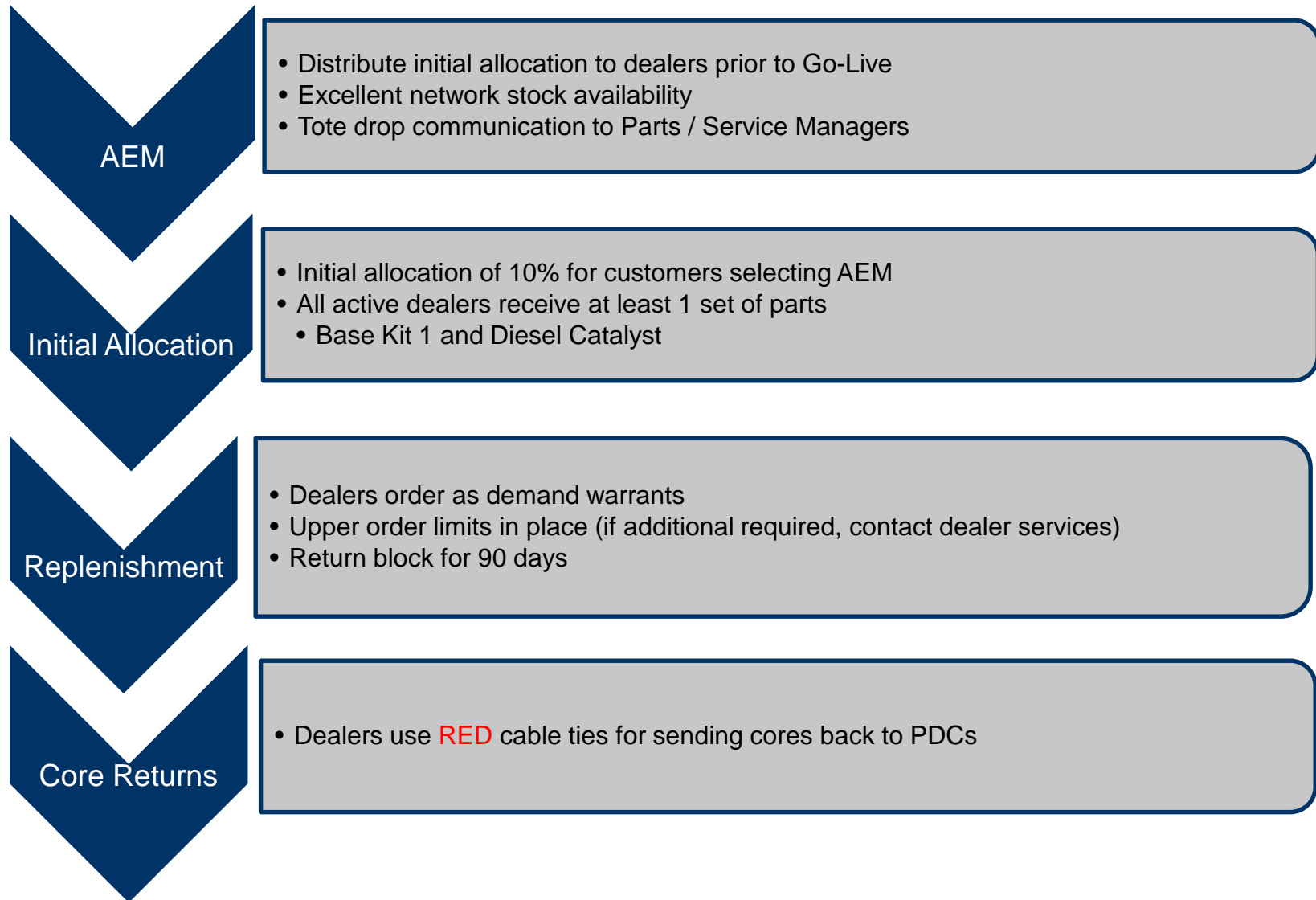
GROUP OF AMERICA



VWGoA Parts Logistics 2L TDI Generation 1 Readiness





U.S. Dealers

2L TDI Generation 1 Parts Flow – Dealers



2L TDI Generation 1 Part Details




Description	Application	Part Number	Dimmensions	Photo
Base Kit 1	All Gen 1	1K0-298-101-A (VW)	Length: 15 in Width: 8 in Height: 6 in Weight: 5.7 lbs	 
		8P0-298-101-A (Audi)		
Diesel Catalyst	All Gen 1	1K0-254-402-AX	Length: 22 in Width: 7 in Height: 14 in Weight: 5.27 lbs	
Base Kit 2	MY 2009 VW	1K0-298-101- X	Length: 37 in Width: 11.7 in Height: 23.7 in Weight: 32.5 lbs	

Note: MY2009 will require Base Kit 1, Diesel Catalyst and Base Kit 2. All other Models require Base Kit 1 and Diesel Catalyst only.

2L TDI Generation 1 Core Returns – Dealers



Description	Application	Part Number	Core Charge	Note
Base Kit 1	All Gen 1	1K0-298-101-A (VW)	\$0	
		8P0-298-101-A (Audi)	\$0	
Diesel Catalyst	All Gen 1	1K0-254-402-AX	\$400	Core material to be returned under (1K0-254-402-AU) with red zip tie as shown: 
		1K0-254-402-AU [core]	\$0	
Base Kit 2	MY 2009 VW	1K0-298-101- X	\$400	Diesel Particulate Filter (1K0-254-708-GX included in Base Kit 2) to be returned under core 1K0-298-101- U
		1K0-298-101- U [core]	\$0	



NOTE: Dealers are responsible to return 2.0L Diesel cores to their facing PDC after the Warranty SAGA claim has cleared and not before.

Enclosure 2

Parts Logistics

Attention: Parts / Service Manager

August 2, 2017





Subject: 2.0L TDI Gen 1 Order and Return Information

We have important information to share with you regarding the order and core return process for the 2.0L TDI Gen 1 vehicles.

Order Information:

Allocation:	Prior to the Go-Live of the campaign, dealers will be allocated initial TDI kits. These allocations will be based on dealers VIN population, customer appointments, and dealer capacity, due to the size of the kits.
Replenishments:	Dealers will order as customer demand dictates. The kits will be placed at a high Upper Order Limit to allow dealers to order freely with minimum exception requests needed.
	If additional quantities are needed please email the UOL mailbox found in POC on the "Contact us" page.
	Important note: There is a generous amount of supply to meet demand, however please be mindful of kit size upon ordering.
Compliance Labels:	Required compliance labels are available through the Archway label portal found on both the VWHub and AccessAudi websites.

Part Details:

Description	Application	Part Number	Dimmensions	Photo
Base Kit 1	All Gen 1	1K0-298-101-A (VW)	Length: 15 in Width: 8 in Height: 6 in Weight: 5.7 lbs	
		8P0-298-101-A (Audi)		
Diesel Catalyst	All Gen 1	1K0-254-402-AX	Length: 22 in Width: 7 in Height: 14 in Weight: 5.27 lbs	
Base Kit 2	MY 2009 VW	1K0-298-101- X	Length: 37 in Width: 11.7 in Height: 23.7 in Weight: 32.5 lbs	

Core Returns:

Dealers are responsible to return 2.0L Diesel cores to their facing PDC after the Warranty SAGA claim has cleared and not before.

Description	Application	Part Number	Core Charge	Note
Base Kit 1	All Gen 1	1K0-298-101-A (VW)	\$0	
		8P0-298-101-A (Audi)	\$0	
Diesel Catalyst	All Gen 1	1K0-254-402-AX	\$400	Core material to be returned under (1K0-254-402-AU) with red zip tie as shown:
		1K0-254-402-AU [core]	\$0	
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		1K0-298-101- U [core]	\$0	



As additional information becomes available, updated information will be made available directly to you by e-mail and the VWHub and AccessAudi websites. We appreciate your understanding and support.

Parts Logistics

From: [MacCuish, Logan](#)
To: [VW Settlement](#); eescdcopy.enrd@usdoj.gov; [Kiyota, Diane@ARB](mailto:Kiyota.Diane@ARB); [Kamel, Alexandra@ARB](mailto:Kamel.Alexandra@ARB); nicklas.akers@doj.ca.gov; judith.fiorentini@doj.ca.gov; david.zonana@doj.ca.gov
Subject: Re: DJ # 90-5-21-1-11386
Date: Wednesday, August 2, 2017 7:35:54 PM
Attachments: [2017-08-02 - Dealer Communication.pdf](#)

Counsel,

Please see the attached letter transmitting communications aimed at dealers concerning the Generation 1 Approved Emissions Modification.

Regards,
Logan MacCuish

Logan MacCuish
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August 3, 2017

EES Case Management Unit
Environment and Natural Resources Division
U.S. Department of Justice
P.O. Box 7611
Washington, D.C. 20044-7611
Re: DJ # 90-5-2-1-11386

Director
Air Enforcement Division
Office of Civil Enforcement
U.S. Environmental Protection Agency
1200 Pennsylvania Avenue NW
3142 William Jefferson Clinton South
Mail Code 2242A
Washington, D.C. 20460

Chief Counsel
California Air Resources Board
Legal Office
1001 I Street
Sacramento, California 95814

Senior Assistant Attorney General
Consumer Law Section
California Department of Justice
455 Golden Gate Ave., Suite 11000
San Francisco, CA 94102-7004

Senior Assistant Attorney General
Environment Section
Office of the Attorney General
P.O. Box 944255
Sacramento, CA 94244-2550

Re: Dealer Communication

To Whom It May Concern:

Pursuant to Paragraph 4.3.13 of the 2.0 liter (“2.0L”) Partial Consent Decree,¹ Settling Defendants provide to EPA and CARB the enclosed dealer communication.

Settling Defendants assert that this letter, the attachment, and the information contained therein contain confidential and proprietary business information concerning Settling Defendants within the meaning of the EPA Freedom of Information Act (“FOIA”) regulations, 40 C.F.R. § 2.201, and the California Public Records Act (“CPRA”), Cal. Gov. Code § 6250 et. seq. The

¹ In Re: Volkswagen “Clean Diesel” Marketing, Sales Practices, and Products Liability Litigation, MDL NO. 2672 CRB (JSC), United States District Court, Northern District of California.

materials also contain confidential and proprietary commercial and financial information within the meaning of the DOJ FOIA regulations, 28 C.F.R. § 16.7. Accordingly, Settling Defendants request that this submission be accorded confidential, non-public treatment pursuant to FOIA and the CPRA, and that any transcripts, notes, memoranda, or other materials made by, recipients receive similar treatment. If the contents become the subject of a FOIA or CPRA request, please contact me and we will provide further information in support of Settling Defendants' request for confidential treatment.

Should you have any questions, please contact me at your earliest convenience

Yours Very Truly,

/s/ Logan MacCuish

Enclosure

Enclosure 1

Parts Logistics

Attention: Parts / Service Manager

August 2, 2017





Subject: 2.0L TDI Gen 1 Order and Return Information

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Order Information:

Allocation:	Prior to the Go-Live of the campaign, dealers will be allocated initial TDI kits. These allocations will be based on dealers VIN population, customer appointments, and dealer capacity, due to the size of the kits.
Replenishments:	Dealers will order as customer demand dictates. The kits will be placed at a high Upper Order Limit to allow dealers to order freely with minimum exception requests needed.
	If additional quantities are needed please email the UOL mailbox found in POC on the "Contact us" page.
	Important note: There is a generous amount of supply to meet demand, however please be mindful of kit size upon ordering. Dealer Ordering can commence after launch – August 11 th .
Compliance Labels:	Required compliance labels are available through the Archway label portal found on both the VWHub and AccessAudi websites. Please make sure to provide the technician the correct label for the repair as required in the inform tool.

Part Details:

Description	Application	Part Number	Dimmensions	Photo
Base Kit 1	All Gen 1	1K0-298-101-A (VW)	Length: 15 in Width: 8 in Height: 6 in Weight: 5.7 lbs	
		8P0-298-101-A (Audi)		
Diesel Catalyst	All Gen 1	1K0-254-402-AX	Length: 22 in Width: 7 in Height: 14 in Weight: 5.27 lbs	
Base Kit 2	MY 2009 VW	1K0-298-101- X	Length: 37 in Width: 11.7 in Height: 23.7 in Weight: 32.5 lbs	

Core Returns:

Dealers are responsible to return 2.0L Diesel cores to their facing PDC after the Warranty SAGA claim has cleared and not before.

Description	Application	Part Number	Core Charge	Note
Base Kit 1	All Gen 1	1K0-298-101-A (VW)	\$0	
		8P0-298-101-A (Audi)	\$0	
Diesel Catalyst	All Gen 1	1K0-254-402-AX	\$400	Core material to be returned under (1K0-254-402-AU) with red zip tie as shown:
		1K0-254-402-AU [core]	\$0	
Base Kit 2	MY 2009 VW	1K0-298-101- X	\$400	Diesel Particulate Filter (1K0-254-708-GX included in Base Kit 2) to be returned under core 1K0-298-101- U
		1K0-298-101- U [core]	\$0	



As additional information becomes available, updated information will be made available directly to you by e-mail and the VWHub and AccessAudi websites. We appreciate your understanding and support.

Parts Logistics

From: [MacCuish, Logan](#)
To: [VW Settlement](#); eescdcopy.enrd@usdoj.gov; [Kiyota, Diane@ARB](mailto:Kiyota.Diane@ARB); [Kamel, Alexandra@ARB](mailto:Kamel.Alexandra@ARB); nicklas.akers@doj.ca.gov; judith.fiorentini@doj.ca.gov; david.zonana@doj.ca.gov
Subject: Re: DJ # 90-5-21-1-11386
Date: Thursday, August 03, 2017 7:07:12 PM
Attachments: [2017-08-03 - Dealer Communication.pdf](#)

Counsel,

Please see the attached letter transmitting communications aimed at dealers concerning the Generation 1 Approved Emissions Modification.

Regards,
Logan MacCuish

Logan MacCuish
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Imaccuish@kslaw.com

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August 11, 2017

EES Case Management Unit
Environment and Natural Resources Division
U.S. Department of Justice
P.O. Box 7611
Washington, D.C. 20044-7611
Re: DJ # 90-5-2-1-11386

Director
Air Enforcement Division
Office of Civil Enforcement
U.S. Environmental Protection Agency
1200 Pennsylvania Avenue NW
3142 William Jefferson Clinton South
Mail Code 2242A
Washington, D.C. 20460

Chief Counsel
California Air Resources Board
Legal Office
1001 I Street
Sacramento, California 95814

Senior Assistant Attorney General
Consumer Law Section
California Department of Justice
455 Golden Gate Ave., Suite 11000
San Francisco, CA 94102-7004

Senior Assistant Attorney General
Environment Section
Office of the Attorney General
P.O. Box 944255
Sacramento, CA 94244-2550

Re: Dealer Communication

To Whom It May Concern:

Pursuant to Paragraph 4.3.13 of the 2.0 liter (“2.0L”) Partial Consent Decree,¹ Settling Defendants provide to EPA and CARB the enclosed dealer communication.

Settling Defendants assert that this letter, the attachment, and the information contained therein contain confidential and proprietary business information concerning Settling Defendants within the meaning of the EPA Freedom of Information Act (“FOIA”) regulations, 40 C.F.R. § 2.201, and the California Public Records Act (“CPRA”), Cal. Gov. Code § 6250 et. seq. The

¹ In Re: Volkswagen “Clean Diesel” Marketing, Sales Practices, and Products Liability Litigation, MDL NO. 2672 CRB (JSC), United States District Court, Northern District of California.

materials also contain confidential and proprietary commercial and financial information within the meaning of the DOJ FOIA regulations, 28 C.F.R. § 16.7. Accordingly, Settling Defendants request that this submission be accorded confidential, non-public treatment pursuant to FOIA and the CPRA, and that any transcripts, notes, memoranda, or other materials made by, recipients receive similar treatment. If the contents become the subject of a FOIA or CPRA request, please contact me and we will provide further information in support of Settling Defendants' request for confidential treatment.

Should you have any questions, please contact me at your earliest convenience

Yours Very Truly,

/s/ Logan MacCuish

Enclosure

Enclosure 1



Volkswagen

Warranty Information

Policies and Procedures Bulletin

Number: VWP-17-09

Subject: “Extended Emissions Warranty” Limited Warranty Extension

Date: Aug. 11, 2017

This document modifies the Volkswagen Warranty Policies and Procedures Manual.

For Volkswagen 2.0L TDI vehicles repaired by the emissions modification recall, the following warranty extension is applicable.

“Extended Emissions Warranty 2.0L TDI” Limited Warranty Extension

For the following Volkswagen 2.0 L TDI engine vehicles repaired by the emissions modification recall, a warranty extension is applicable as defined below.

- ▶ 2009 MY Jetta with engine code CBEA
- ▶ 2010 – 2014 MY Jetta with engine code CJAA
- ▶ 2009 MY Jetta Wagon with engine code CBEA
- ▶ 2010 – 2014 MY Jetta Wagon with engine code CJAA
- ▶ 2010 – 2014 MY Golf with engine code CJAA
- ▶ 2013 – 2014 MY Beetle with engine code CJAA
- ▶ 2013 – 2014 MY Beetle Convertible with engine code CJAA

Warranty Period

The warranty period for the “Extended Emissions Warranty” limited warranty extension shall be the **greater** of:

For Automatic Transmission vehicles:

- ▶ 10 years or 120,000 miles, whichever occurs first, from the vehicle’s original in-service date; or
- ▶ 4 years or 48,000 miles, whichever occurs first, from the date and mileage of the emissions modification or vehicle purchase, in which case, from the date and mileage of the first resale transaction after the modification to the first person who in good faith purchases the vehicle for purposes other than re-sale.

For Manual Transmission vehicles:

- ▶ 10 years and 6 months or 126,000 miles, whichever occurs first, from the vehicle’s original in-service date; or
- ▶ 4 years and 6 months or 54,000 miles, whichever occurs first, from the date and mileage of the emissions modification or vehicle purchase, in which case, from the date and mileage of the first resale transaction after the modification to the first person who in good faith purchases the vehicle for purposes other than re-sale.

The vehicle’s original in-service date is defined as the date the vehicle was delivered to either the original purchaser or the original lessee; or if the vehicle was first placed in service as a “demonstrator” or “company” car, on the date such vehicle was first placed in service.



Volkswagen

Warranty Information

Transferability

This warranty extension is fully transferable to subsequent owners.

What Does this Warranty Extension Cover

The "Extended Emissions Warranty" limited warranty extension consists of two parts, the Emission Control System Warranty and the Engine Long Block Warranty.

Emissions Control System Warranty¹

The emissions control system warranty covers all components which are replaced as part of the emissions modification and any component which can reasonably be impacted by effects of the emissions modification.

The warranty includes the following parts or systems:

- ▶ The entire exhaust gas after treatment system, including the Diesel Oxidation Catalytic Converter (DOC), the NOx Reduction Catalytic Converter, the Diesel Particulate Filter (DPF), the exhaust flap, and all sensors and actuators;
- ▶ The entire fuel system, including fuel pumps, high pressure fuel rail, fuel injectors, pressure control valve, and all sensors and actuators;
- ▶ The EGR system, including EGR valves, EGR cooler, EGR filter, EGR temperature sensor, all related hoses and pipes, and all sensors and actuators;
- ▶ The air intake pipe and charge air cooler, charge air temperature sensor and air-mass sensor (HFM);
- ▶ The turbocharger, including the turbocharger damper;
- ▶ The glow plug;
- ▶ The On-Board Diagnostic (OBD) system – Any malfunctions detected by the On-Board Diagnostic (OBD) system other than those related to the transmission

Engine Long Block Warranty²

The engine long block warranty shall cover the engine sub-assembly that consists of the assembled block, crankshaft, cylinder head, camshaft, and valve train.

What is Not Covered Under this Warranty Extension

This warranty extension will not cover:

- ▶ Any damage or malfunctions caused by installation of non-EPA or non-CARB certified parts, or parts that alter the performance of the engine, engine controls, or exhaust system, such as the installation of engine management components ("chipped" or "tuned" ECMs) not approved by Volkswagen.
- ▶ Other conditions unrelated to the emissions modification that may cause the MIL to illuminate. These conditions may require repairs that are needed for proper diagnosis of the underlying condition. Any repairs that are (1) necessary for proper diagnosis of these other conditions or (2) required to bring the vehicle's emission system up to factory specifications are not covered by this warranty extension.
- ▶ Damage or malfunctions caused by outside influence, such as damage due to an accident, or vehicle misuse or neglect, as well as repairs that are (1) necessary for proper diagnosis of these other conditions or (2) required to bring the vehicle up to factory specifications, are not covered by this warranty extension.

Warranty Extension Coverage Limitations

The warranty and maintenance information that came with the owner's vehicle contains information on the limited warranties applicable to their Volkswagen model. Owners should read these limited warranties carefully to determine their warranty rights and obligations, as this information also applies to the coverage provided to them in this warranty extension.



Volkswagen

Warranty Information

Vehicle Eligibility

To determine if a vehicle repaired by the emissions modification recall is eligible for the "Extended Emissions Warranty" limited warranty extension, check the VIN in ElsaPro > Vehicle Data. If the warranty extension is applicable to the vehicle, the "Enhanced Coverage" section of the "Vehicle Data" screen in ElsaPro will be populated with the warranty extension parameters.

SAGA Warranty Claim Type

Dealers must use claim type G14 when submitting warranty claims for the "Extended Emissions Warranty" limited warranty extension.

Loaner Vehicle Applicability

The cost or provision of a loaner vehicle for this warranty extension is applicable for warranty service lasting longer than 3 hours.

Claim Type	A1A
Service Number	CU02
Damage Code	0010
Damage Location	Blank
Part Manufacturer Code	MOB
Outside Labor Operation	CU020000
Causal Indicator	Select Outside Labor Operation

Questions

For any questions regarding this warranty extension, please contact the Warranty Helpline at 1-866-306-8447 or warranty.helpline@vw.com.

¹Sensors and Actuators Covered by Extended Warranty

Oxygen sensor	Coolant temperature sensor engine upstream
NO _x sensor	Coolant temperature sensor engine downstream
Exhaust gas temperature sensor	Fuel temperature sensor
DPF – Differential pressure sensor	Charge air temperature sensor upstream
Fuel pressure sensor	Charge air temperature sensor downstream
Fuel rail pressure sensor	Exhaust gas temperature sensor upstream turbocharger
EGR temperature sensor	Exhaust gas temperature sensor upstream DOC
Charge air temperature sensor	Exhaust gas temperature sensor upstream PM trap
Air-mass sensor	
Crank angle / engine speed sensor	



Volkswagen

Warranty Information

Exhaust gas temperature sensor downstream PM trap
Exhaust gas temperature sensor downstream LP EGR cooler
Boost pressure sensor
Cylinder pressure sensor
Accelerator pedal module MT position sensor

Accelerator pedal module AT position sensor
Throttle valve module position sensor
Exhaust flap module position sensor
Environmental temperature sensor

²Long Block Components Covered by Extended Warranty

Block/crankcase
Freeze plug
Piston
Piston with rings
Piston pin
Connecting rod bearings
Connecting rod
Crankshaft
Crankshaft bearing
Crankshaft oil seal
Balance shaft

Balance shaft wheel
Camshaft
Camshaft bearings
Camshaft oil seal
Cylinder head
Cylinder head gasket
Cylinder head bolt
Cylinder head cover
Oil Pump/gasket
Oil pan

From: [MacCuish, Logan](#)
To: [VW Settlement](#); eescdcopy.enrd@usdoj.gov; [Kiyota, Diane@ARB](mailto:Kiyota.Diane@ARB); [Kamel, Alexandra@ARB](mailto:Kamel.Alexandra@ARB); nicklas.akers@doj.ca.gov; judith.fiorentini@doj.ca.gov; david.zonana@doj.ca.gov
Subject: Re: DJ # 90-5-21-1-11386
Date: Friday, August 11, 2017 6:15:10 PM
Attachments: [2017-08-11 -- Dealer Communication.pdf](#)

Counsel,

Please see the attached letter transmitting communications aimed at dealers concerning the Generation 1 Approved Emissions Modification.

Regards,
Logan MacCuish

Logan MacCuish
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From: [MacCuish, Logan](#)
To: [VW Settlement](#); eescdcopy.enrd@usdoj.gov; [Kiyota, Diane@ARB](mailto:Kiyota.Diane@ARB); [Kamel, Alexandra@ARB](mailto:Kamel.Alexandra@ARB); nicklas.akers@doj.ca.gov; judith.fiorentini@doj.ca.gov; david.zonana@doj.ca.gov
Subject: Re: DJ # 90-5-21-1-11386
Date: Tuesday, October 3, 2017 11:16:08 PM
Attachments: [2017-10-03.pdf](#)

Counsel,

Pursuant to Paragraph 4.3.13 of the 2.0 Liter Partial Consent Decree, Settling Defendants provide to EPA and CARB the attached copy of a communication directed at dealers concerning the Generation 1 Approved Emissions Modification.

Regards,
Logan MacCuish

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Volkswagen

Warranty Information

General Communication

Number: VWC-17-11

Subject: Pre-existing MIL-On Conditions in Regards to the TDI Approved Emissions Modification (AEM) for 2.0L TDI Gen 1 Only

Date: Oct. 3, 2017

This document conveys Volkswagen Warranty general information.

As stated in the 2.0L TDI Gen 1 Approved Emissions Modification (AEM) Emissions Recall, dealers are to check for pre-existing MIL-On conditions prior to proceeding with the AEM Emissions Recall. If a MIL is illuminated, dealers need to obtain a GFF diagnostic log, create a VTA ticket, and contact the Volkswagen Technicians Helpline. VTA cases regarding MIL-On conditions require that the GFF diagnostic log be uploaded at the time of first contact.

In cases where a MIL-On condition occurs and the **vehicle is no longer covered under warranty**, dealers should submit a WISE Campaign Authorization Request and upload an estimate of the repair costs to Doc-IT. WISE requests must NOT be submitted for repairing MIL issues on modified vehicles, or bringing the modified vehicle back to original specification. Based on the assessment of the repair, a decision will be made to either "approve" or "decline" the request. For "approved" Campaign Authorization Requests, a claim may be submitted in SAGA using the claim coding on page 2.

STEP 1

Technician opens VTA as per Emissions Recall 23U3 for MIL-On prior to AEM repair.
GFF log is attached to VTA.

STEP 2

Open WISE Campaign Authorization Request requesting authorization.

Goodwill Exception Request
Warranty Repair Acceptance
Campaign Authorization
Campaign/Update/Recall Closure
Dealer Labor Rate Information
Doc-IT
Estimate Verification Request

Contact Us
Profile
Home

Campaign Authorization Request Pending (0) Decided Archived

Claim Reception date*:
Repair Order Number*:
Service Number*:
Mileage*:
VIN*:
Vehicle in-service Date:
Description of Concern*:
(detailed)

On-site Inspection by VW Representative?*
Photos Attached?*

☐ yes ☐ no
☐ yes ☐ no

* Denotes a required field

Send



Volkswagen

Warranty Information

STEP 3

Attach repair estimate to Doc-IT.

STEP 4

Submit a SAGA claim for “approved” Campaign Authorization Requests.

CLAIM CODING	
CLAIM TYPE	1SP
SERVICE NUMBER	X109
DAMAGE CODE	0010
PART MANUFACTURER CODE	444
LABOR OPERATIONS	See ElsaPro for labor operations
PARTS	See ETKA for part numbers (Select appropriate failed component as causal)

Questions

For any questions regarding this communication, please contact the Warranty Helpline at 1-866-306-8447 or warranty.helpline@vw.com.

From: [MacCuish, Logan](#)
To: [VW Settlement](#); ["eesdcopy.enrd@usdoj.gov"](#); ["Kiyota, Diane@ARB"](#); ["Kamel, Alexandra@ARB"](#); ["nicklas.akers@doj.ca.gov"](#); ["judith.florentini@doj.ca.gov"](#); ["david.zonana@doj.ca.gov"](#)
Cc: [Kaul, Meetu](#); [Iddings, Brianna](#); ["Giuffra Jr., Robert J."](#); ["Oswell, Laura Kabler"](#); ["Murtagh, Michael P."](#); [Nakayama, Granta](#); [Sauers, William](#); [Wulfert, David](#)
Subject: Re: DJ # 90-5-21-1-11386
Date: Monday, January 8, 2018 8:06:07 PM
Attachments: [VWC-18-01 Sales Prep Program for New Unused Unsold MY14 VW 2.0L TDI Gen 1 w attachment.pdf](#)
[VWC-18-02 In-Service Date Processing for New Unsold MY14 VW 2.0L TDI Gen 1.pdf](#)
[VWS-15-01 EXPIRED Dealer Inventory Maintenance Support for TDI Vehicles Affected by the Stop-Sale.pdf](#)
[VWC-17-11 REVISED - Pre-Existing MIL-On Conditions in Regards to the TDI AEM Emissions Recalls.pdf](#)

Counsel,

On behalf of Volkswagen Group of America, Inc., we are hereby providing EPA and CARB with copies of the attached notices sent to Volkswagen dealers regarding certain Subject Vehicles, as required by Appendix B to the First Partial Consent Decree, subparagraph 4.3.13, and Second Partial Consent Decree, subparagraph 4.3.15. Please let us know if you have any questions.

Thanks,
Logan

Logan MacCuish
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Volkswagen

Warranty Information

General Communication

Number: VWC-17-11

Subject: **REVISED** - Pre-existing MIL-On Conditions in Regards to the TDI Approved Emissions Modification (AEM) for **all Generations of 2.0L TDI and 3.0L TDI Vehicles**

Date: Jan. 8, 2018

This document conveys Volkswagen Warranty general information.

Dealers are to check for pre-existing MIL-On conditions for **all Generations of 2.0L TDI and 3.0L TDI vehicles** prior to proceeding with the AEM Emissions Recall. **Only open a VTA ticket if required by the applicable recall.**

In cases where a MIL-On condition occurs and the vehicle is no longer covered under warranty, dealers should submit a WISE Campaign Authorization Request and upload an estimate (example shown on page 2) of the repair costs to Doc-IT. WISE requests must NOT be submitted for **reconditioning**, repairing MIL issues on modified vehicles, or bringing the modified vehicle back to original specification. Based on the assessment of the repair, a decision will be made to either "approve" or "decline" the request. For "approved" Campaign Authorization Requests, a claim may be submitted in SAGA using the claim coding on page 3.

STEP 1

Review the Pre-existing MIL-ON requirement for the applicable Recall Circular. Open VTA if required per the Recall. If a MIL is illuminated, dealers need to obtain a GFF diagnostic log, create a VTA ticket, and contact the Volkswagen Technicians Helpline. VTA cases regarding MIL-On conditions require that the GFF diagnostic log be uploaded at the time of first contact.

STEP 2

Open WISE Campaign Authorization Request. **NOTE: To help expedite requests, use X109 [Customer-owned] or X117 [Resale Buyback (Dealer Purchased from Auction)] under Repair Order Number to identify that it is a pre-existing MIL-On condition request.**

The screenshot shows the Volkswagen WISE Campaign Authorization Request form. The form is titled "Campaign Authorization Request" and includes the following fields and options:

- Claim Reception date*:** [Text input field]
- Repair Order Number*:** [Text input field]
- Service Number*:** [Text input field]
- Mileage*:** [Text input field]
- VIN*:** [Text input field]
- Vehicle In-service Date:** [Text input field]
- Description of Concern* (detailed):** [Text area]
- On-site Inspection by VW Representative?*** [Radio buttons: yes, no]
- Photos Attached?*** [Radio buttons: yes, no]

A note at the bottom states: "* Denotes a required field". A "Send" button is located at the bottom left of the form.



Volkswagen

Warranty Information

STEP 3

Attach repair estimate to Doc-IT.

Volkswagen

News | Policy Manual | Bulletins & Communications | Resource Center | Performance **Operations** | Administration

Document title text search

Goodwill Exception Request

Warranty Repair Acceptance

Campaign Authorization

Campaign/Update/Recall Closure

Dealer Labor Rate Information

Doc-IT

Estimate Verification Request

Contact Us

Profile

Home

Add Document(s) Uploaded Documents Archived

Add Document(s)

Claim Number*:

VIN*:

Attach Documents (Maximum 10):

Attachment*: No file selected.

Type of Document:

Send

Save Entry

Estimate Example:

Pre-existing MIL ON - Estimate (EXAMPLE)				
Dealer #:	4XXXX			
Claim #:	12345-01			
VIN #:	3VWRL7ATXDMXXXXX			
Labor Operation Breakdown				
Labor Operation	Description	Time Units	Cost	
26741931	Particulate Filter R&I	320	\$352	
26745581	Particulate Filter replace	70	\$77	
Part Number Breakdown				
Part Number	Description	Quantity	Cost	
1K0254708GX	EXH. Pipe	1	\$1,166	
Total Repair Cost:			\$1,595	



Volkswagen

Warranty Information

STEP 4

Submit a SAGA claim for "approved" Campaign Authorization Requests.

CLAIM CODING		
CLAIM TYPE		1SP
SERVICE NUMBER	CUSTOMER-OWNED VEHICLE	X109
	RESALE BUYBACK (DEALER PURCHASED FROM AUCTION)	X117
DAMAGE CODE		0010
PART MANUFACTURER CODE		444
LABOR OPERATIONS		See ElsaPro for labor operations
PARTS		See ETKA for part numbers (Select appropriate failed component as causal)

Questions

For any questions regarding this communication, please contact the Warranty Helpline at 1-866-306-8447 or warranty.helpline@vw.com.



Volkswagen

Warranty Information

General Communication

Number: VWC-18-01

**Subject: Sales Preparation Program for New, Unused, Unsold
Model Year 2014 Volkswagen 2.0L TDI Gen 1 Vehicles
in Dealer Stock with Less than 1,000 Miles**

Date: Jan. 8, 2018

This document conveys
Volkswagen Warranty general
information.

New, unused, unsold Model Year 2014 Volkswagen 2.0L TDI Gen 1 vehicles in dealer stock with less than 1,000 miles may require additional attention prior to retail sale.

To support dealers in preparing these vehicles for sale, and to help ensure a positive customer delivery experience, Volkswagen is offering a sales preparation program that allows dealers to prepare these vehicles before sale (within certain parameters).

Certain services will be mandated for all new, unsold Model Year 2014 VW 2.0L TDI Gen 1 dealer stock vehicles with less than 1,000 miles in order to bring these vehicles in line with maintenance cycles and proper detailing. Some vehicles may require additional services in order to mitigate any extreme or environmental effects.

Service Instructions

Note that the information in this communication can also be found in Technical Bulletin Instance Number 2050002 *Extended Inspection for New, Unused, Unsold Model Year 2014 Volkswagen 2.0L TDI Gen 1 Vehicles in Dealer Stock with Less than 1,000 Miles*.

Step 1:

Perform the work procedure found in the 23U3 Emissions Recall Circular. This step **must** be performed prior to any sales preparation activity. Ensure the IN-FORM tool is properly utilized for the approved emissions modification. The IN-FORM tool can be accessed here: <https://tdi-inform.track360.com/>. Not using the IN-FORM tool to properly document and validate the modification will stop the processing of payment for your dealership even if the modification has been completed.

It is critical to ensure that all components included in the **23U3 Emissions Recall Circular Appendix A – Requirements for Vehicles within “New” Vehicle Inventory** are applied to the vehicle. Please refer to the latest 23U3 Emissions Recall Circular for more information on the additional requirements.



Volkswagen

Warranty Information

Step 2:

Review/perform the mandatory sales preparation services listed below. Note that repair authorization is not required for these items, however, documentation is required per the *Volkswagen Warranty Policies and Procedures Manual*.

- Test battery using Midtronics tester, charge or replace battery as necessary
- Road test vehicle for 10 miles
- Check and replace (if necessary) wiper blades
- Perform engine oil change with filter
- Replace cabin air filter
- Perform brake fluid flush
- Replace fuel filter
- Add diesel fuel (maximum \$12)
- Perform vehicle detail
- Ensure that *Inventory Vehicle Extended Inspection/Maintenance Form* (attached) is completed for all required inspection items. The form must be completed and signed for each vehicle, and must be retained as part of required documentation, along with a valid repair order

Step 3:

Review/perform the services listed below based on the result of a road test. Note that repair authorization is required for these items before proceeding with sales preparation services. If brake components or tires are in need of replacement, create a Warranty Repair Acceptance Request in WISE > Operations using *VW-Owned TDI Request* for authorization. If authorized, perform repairs and retain replaced parts, if any, for QTM inspection.

Note: Dealers should be prepared to provide documentation of 30-day inventory maintenance services, if requested.

- Brakes
If brake vibration/noise is present after road test, replace brake pads/rotors on affected axle(s). Retain replaced parts, if any, for QTM inspection
- Tires
If tire vibration is present after road test, extend road test additional 10 miles (as noted on *Inventory Vehicle Extended Inspection/Maintenance Form*) and recheck for vibration. If still present, replace affected tire(s). Retain replaced parts, if any, for QTM inspection

Step 4:

Perform other services needed for vehicle to be saleable as new. Note that if other services are needed, create a Warranty Repair Acceptance Request in WISE > Operations using *VW-Owned TDI Request* for authorization. If authorized, perform repairs and retain replaced parts, if any, for QTM inspection.



Volkswagen

Warranty Information

Authorization and Documentation Reference

Item	Document per Warranty Policy	WISE Warranty Repair Acceptance	Parts Retention for QTM Inspection
Wiper blades	X		
Cabin air filter	X		
Fuel filter	X		
Fluids	X		
Battery	X		X
Brakes	X	X	X
Tires	X	X	X
Other items	X	X	X

Claim Coding

For Step 2			
Claim Type	9SP		
Service Number	X130		
Damage Code	0010		
Part Manufacturer Code	444		
Labor Operations	Review/perform Step 2 items <u>without</u> battery replacement	01010099	350 TU
	Review/perform Step 2 items <u>with</u> battery replacement	01010099	440 TU
Fuel	Outside material: FUEL	Up to \$12.00	
Parts (as needed)	Wiper blades, engine oil, engine oil filter, cabin air filter, brake fluid, fuel filter, battery	See ETKA for part numbers	



Volkswagen

Warranty Information

For Step 3		
Claim Type	9SP	
Service Number	X132	
Damage Code	0010	
Part Manufacturer Code	444	
Labor Operations	See ElsaPro for labor operations. Note: Diagnosis and/or test drive labor operations are NOT permitted.	
Parts (as needed)	Outside material: TIRES	Must be identical to original equipment
	Brake pads/rotors	See ETKA for part numbers

For Step 4		
Claim Type	9SP	
Service Number	X133	
Damage Code	0010	
Part Manufacturer Code	444	
Labor Operations	See ElsaPro for labor operations	
Parts (as needed)	See ETKA for part numbers	

Questions

For any questions regarding this communication, please contact the Warranty Helpline at 1-866-306-8447 or warranty.helpline@vw.com.

Inventory Vehicle Extended Inspection/Maintenance Form

Stock Number:

Dealer Number:

R.O. Number:

VIN:

Mileage In:

Mileage Out:

Technical Inspection – Pre-Road Test

- ☐ Transport mode deactivated
- ☐ Perform battery test with Midtronics test equipment. Charge or replace battery if indicated by test result
- ☐ Campaign 23U3 including Appendix A must be performed
- ☐ Check vehicle interior condition
- ☐ Visual inspection of vehicle body
- ☐ Check and adjust tire pressure to specification
- ☐ Check engine oil level
- ☐ Check fluid level (brakes and coolant)
- ☐ Check and adjust wheel bolt torque, if needed

Road Test – 10 Mile Minimum

- ☐ During road test, add diesel fuel (up to \$12.00)
- ☐ Apply brakes several times to remove surface corrosion (in a safe and appropriate area)
- ☐ Observe proper driving characteristics of vehicle (noise, vibration, flat spots on tires)
- ☐ If, after 10 miles, abnormal driving characteristics are still present, extend road test for additional 10 miles

Technical Inspection – Post-Road Test

- ☐ Visually inspect vehicle undercarriage (brake lines, exhaust, steering, bushings)
- ☐ Check for debris and clean plenum area, under hood, and sunroof drains
- ☐ Perform all outstanding campaigns/updates, if any
- ☐ Perform other items listed under STEP 2
 - ☐ Replace wiper blades, if necessary
 - ☐ Change engine oil and filter
 - ☐ Replace cabin air filter
 - ☐ Perform brake fluid flush
 - ☐ Replace fuel filter

I certify that all operations have been completed and that this vehicle has been prepared in accordance with Volkswagen procedures and quality standards. (Attach this checklist to the repair order)

- ☐ All product updates have been checked

Technician Signature:

Date:



Volkswagen

Warranty Information

General Communication

Number: VWC-18-02

Subject: In-Service Date Processing for New, Unsold Model Year 2014 Volkswagen 2.0L TDI Gen 1 Vehicles in Dealer Stock with Over 1,000 Miles

Date: Jan. 8, 2018

This document conveys Volkswagen Warranty general information.

It has been identified that some Model Year 2014 Volkswagen 2.0L TDI Gen 1 vehicles in dealer stock have over 1,000 miles on them and have never been delivered. Without an in-service date for these vehicles, Campaign or Sales Preparation Program (Step 2) SAGA claims cannot be processed.

Please Note: Reimbursement will not be provided for Steps 3 and 4 of the Sales Preparation Program for vehicles over 1,000 miles.

To support dealers with these vehicles, the following in-service date process has been established:

1. Perform Step 1 (23U3 Emissions Recall and utilize the In-Form tool) and Step 2 (Mandatory Sales Preparation Services) of the Sales Preparation Program
2. Perform any other open Recalls or Service Actions
3. Upload the repair order with the 23U3 Emissions Recall and any other Recalls or Service Actions performed to WISE > Operations > Doc-IT
 - a. Enter **TDI Sales Prep** into the Doc-IT Claim Number box to expedite the processing of the in-service date (example below)

The screenshot shows a web interface for adding documents. At the top, there are tabs for 'Add Document(s)', 'Uploaded Documents', and 'Archived'. Below the tabs is a section titled 'Add Document(s)'. It contains two input fields: 'Claim Number*' and 'VIN*'. The 'Claim Number*' field is highlighted with a red oval and contains the text 'TDI Sales Prep'. The 'VIN*' field contains the text '3VWRL7A050M000000'.

4. Upon receipt of valid documentation, Volkswagen of America, Inc. (VWoA) will process an in-service date of 01/08/2018 for all Model Year 2014 Volkswagen 2.0L TDI Gen 1 vehicles in dealer stock with greater than 1,000 miles
5. Validate that the in-service process has been initiated and a date is displayed in Elsa; this should occur approximately 48 to 72 hours after the repair order has been uploaded in Doc-IT
6. Submit the Recall claim(s) and Sales Preparation Step 2 claim into SAGA for reimbursement
 - a. With the vehicle now active with an in-service date, the Recall(s) must be submitted in SAGA with a 710 claim type and the mandatory sales preparation services (Step 2) must be submitted with a 1SP claim type

VWoA will only provide reimbursement for the 23U3 Emissions Recall (Step 1 of the Sales Preparation Program) and Mandatory Sales Preparation Services (Step 2 of the Sales Preparation Program).

Questions

For any questions regarding this communication, please contact the Warranty Helpline at 1-866-306-8447 or warranty.helpline@vw.com.



Volkswagen

Warranty Information

SAGA Communication

Number: VWS-15-01

Subject: **Expired** – Dealer Inventory Maintenance Support for
TDI Vehicles Affected by the Stop-Sale

Date: Jan. 8, 2018

This document conveys
Volkswagen SAGA information.

Model Year 2014 2.0L TDI vehicles are now permitted for sale; therefore, they have been removed from this communication.

The last day to perform a 30-Day Inventory Maintenance on Model Year 2014 2.0L TDI is Monday, January 8, 2018 (Repair Date) and the deadline for claim submission of the performed maintenance is Monday, January 22, 2018.

The Model Year 2013-2016 TDI 3.0L maintenance program expired in December 2017 and the Model Year 2015 TDI 2.0 Liter maintenance program expired in April 2017.

30-Day Inventory Maintenance Support for TDI Vehicles Affected by the Stop-Sale (includes both new vehicles AND expiring VW Customer Mobility Program (VWCMP) vehicles) has expired.

SAGA Claim Information

Claim Type	9SP/1SP	Warranty Special Program: 9SP for New/Unsold vehicles, 1SP for vehicles with an In-Service Date (expired VWCMP vehicles)
Service Number	0181	Inventory Inspection
Damage Code	0011	Incorrectly adjusted
Damage Location	Blank	Must be blank
Part Manufacturer Code	K21	
Labor Operation	01 81 00 99	Inventory Inspection 50 time units, select as causal

A printable copy of the inventory maintenance checklist is available on ElsaPro/ServiceNet under Pre-Delivery > 30-Day Inventory Maintenance Checklist.

Note: The Midtronics printout must be attached to the repair order. Battery recharging is included in the 50TU and cannot be claimed separately or in addition to the Inventory Inspection labor operation.

Questions

For questions please contact the Warranty Helpline at 1-866-306-8447 or warranty.helpline@vw.com.

Lazarow, Paul Hollenberg

Subject: 2.0L & 3.0L TDI AEM/ECR Best Practices Reminders

From: Volkswagen Dealer TDI Communications [mailto:lists@volkswagenresources.com]

Sent: Friday, January 12, 2018 10:31 AM

To: TDI Comms <tdicomms@vw.com>

Subject: 2.0L & 3.0L TDI AEM/ECR Best Practices Reminders



Dear Dealer Partners,

We greatly appreciate your assistance in helping us fulfill the terms of the 2.0L & 3.0L TDI Settlements. With the recent approval to perform Emissions Compliant Repairs (ECR) on 3.0-Liter Gen 2 Passenger Car vehicles, we wanted to take this opportunity to remind you of a few key items that apply to modifications on all generations, including both Approved Emissions Modifications (AEM) and Emissions Compliant Repairs (ECR).

The following topics cover answers to frequently asked questions, guidelines for common issues, and reminders on certain aspects of the modification process. We kindly ask you please review this information and share with key personnel in your store to ensure everyone is aware of this important content.

1. A Settlement Claim is not required for AEM/ECR completion

Consumers do not need a settlement claim number in order to obtain an AEM. If the consumer does not have a settlement claim for an AEM, please call the dealer support agent at **+1 (844) DLR-SPRT** for an unlock code. Any owner or lessee of an affected vehicle should receive the AEM upon request.

2. Usage of In-Form Tool is mandatory for completion of AEM/ECR

The technician and service manager are both required to use the IN-FORM tool when performing & validating any AEM or ECR. The IN-FORM tool will guide your technicians through each step of the process, including affixing the required labels, providing consumer disclosures, and taking photographs that are necessary in order for you to receive compensation. When completing an AEM or ECR, be sure to timely complete the four required steps before returning the vehicle to the consumer. If you return the vehicle to the consumer before completing Step 4

All labels placed on vehicles should be legible and filled out completely. Photographs of affixed labels uploaded into the IN-FORM Tool must be legible. If you submit a photograph that does not clearly display the VIN, repair date, or other required information, your SAGA claim will not be approved and you will be required to obtain new photographs to receive compensation.

4. Date on Completion or Partial Completion Labels must be the date the AEM/ECR is performed

The date on completion or partial completion labels should be the date that the AEM/ECR is performed on the vehicle and the repair was completed. If you forget to apply the labels to the vehicle and the consumer returns to your dealership to have the labels properly affixed to their vehicle, be sure to still use the date of the repair and not the date on which the label is affixed to the vehicle.

5. Loaner Vehicles

The Service Advisor should consider the amount of time that a customer will be out of their vehicle. If you anticipate that an AEM/ECR or service for a repair covered by the Extended Emissions Warranty will last longer than three hours, a loaner vehicle must be offered to the consumer in accordance with existing alternate transportation guidelines. Upon the offer of a loaner vehicle, the consumer will need to sign the Loaner Label as proof of verification. Make sure to input the loaner information and an image of the label into the IN-FORM Tool. Costs of the loaner or rental vehicle should be covered by the dealer and reimbursed by VWGoA. The vehicle owner should not pay any expenses for the loaner or rental vehicle.

6. Out-of-Process software flashes

If an AEM or ECR has been approved for a vehicle, it will appear as an available service update. You should not apply this update unless the customer has requested that an AEM or ECR be performed on the vehicle. If the customer has requested an AEM or ECR, you must use the IN-FORM tool while performing the AEM or ECR.

7. Extended Emissions Warranty

The Extended Emissions Warranty takes effect when a vehicle receives the AEM or ECR. An approved SAGA claim is not needed for coverage under the Extended Emissions Warranty. If you encounter a vehicle that has received an AEM or ECR but does not currently have an approved SAGA claim, please reach out to the TDI Warranty Helpline at **+1 (866) 306-8447** so the team can manually update the status of warranty coverage.

8. AEMs for Purchases on TDIDirect

If you purchase a TDI on the TDIDirect Portal, please ensure that the AEM is performed, all campaigns are closed, and a SAGA claim is submitted. These steps are necessary in order to complete your purchase and receive title to the vehicle.

9. Recent Re-Approval of 2009 Generation 1 Vehicles

Late in December 2017, the EPA and CARB issued a re-approval for certain 2009 Generation 1 vehicles that require a replacement to the Transmission Control Unit (TCU) as part of the modification. Owners and Lessees of affected vehicles have been notified by mail. Attached is a sample copy of the letter as well as the updated customer booklet. In the short-term, all affected vehicles that come in for repair have a temporary block in the IN-FORM tool that will direct dealers to open a VTA ticket with the helpline. Parts supply on the TCU are currently being sourced and further instruction on ordering and parts availability will be provided.

+1 (844) DLR-SPRT. Thank you for your continued support!

Thank you,
TDI Dealer Communications

CC: Dealer Principals, General Managers, Service Managers, Program Ambassadors, Service Consultants,
Technicians


From: [Lazarow, Paul Hollenberg](#)
To: [VW Settlement](#); eescdcopy.enrd@usdoj.gov; diane.kiyota@arb.ca.gov; Alexandra.Kamel@arb.ca.gov; nicklas.akers@doj.ca.gov; judith.fiorentini@doj.ca.gov; david.zonana@doj.ca.gov
Cc: McGimsey, Diane L.; Oswell, Laura Kabler; LMcKay@KSLAW.com; WSauers@KSLAW.com; LMacCuish@KSLAW.com; diane.kiyota@arb.ca.gov; Kaul, Meetu; Murtagh, Michael P.
Subject: DJ # 90-5-21-1-11386
Date: Saturday, January 13, 2018 8:28:12 PM
Attachments: [TDI AEM ECR Final Reminder.pdf](#)
[2.0L & 3.0L TDI AEMECCR Best Practices Reminders.pdf](#)

All,

On behalf of defendant Volkswagen Group of America, Inc., we are hereby providing EPA and CARB with copies of the attached notices sent to Audi and Volkswagen dealers regarding 2.0-liter approved emissions modifications and 3.0-liter emissions compliant recalls, as required by Appendix B to the First Partial Consent Decree, subparagraph 4.3.13, and Appendix B to the Second Partial Consent Decree, subparagraph 4.3.15. Please let us know if you have any questions.

Best,

Paul

Paul H. Lazarow
Sullivan & Cromwell LLP | 1870 Embarcadero Road |
Palo Alto, CA 94303-3308
T: (650) 461-5682 | F: (650) 461-5731 | 
lazarowp@sullcrom.com | <http://www.sullcrom.com>

This e-mail is sent by a law firm and contains information that may be privileged and confidential. If you are not the intended recipient, please delete the e-mail and notify us immediately.


From: [Lazarow, Paul Hollenberg](#)
To: [VW Settlement](#); eescdcopy.enrd@usdoj.gov; diane.kiyota@arb.ca.gov; Alexandra.Kamel@arb.ca.gov; nicklas.akers@doj.ca.gov; judith.fiorentini@doj.ca.gov; david.zonana@doj.ca.gov
Cc: McGimsey, Diane L.; Oswell, Laura Kabler; LMcKay@KSLAW.com; WSauers@KSLAW.com; LMacCuish@KSLAW.com; diane.kiyota@arb.ca.gov; [Kaul, Meetu](#); [Murtagh, Michael P.](#)
Subject: DJ # 90-5-21-1-11386
Date: Saturday, January 13, 2018 8:28:12 PM
Attachments: [TDI AEM ECR Final Reminder.pdf](#)
[2.0L & 3.0L TDI AEMECCR Best Practices Reminders.pdf](#)

All,

On behalf of defendant Volkswagen Group of America, Inc., we are hereby providing EPA and CARB with copies of the attached notices sent to Audi and Volkswagen dealers regarding 2.0-liter approved emissions modifications and 3.0-liter emissions compliant recalls, as required by Appendix B to the First Partial Consent Decree, subparagraph 4.3.13, and Appendix B to the Second Partial Consent Decree, subparagraph 4.3.15. Please let us know if you have any questions.

Best,

Paul

Paul H. Lazarow
Sullivan & Cromwell LLP | 1870 Embarcadero Road |
Palo Alto, CA 94303-3308
T: (650) 461-5682 | F: (650) 461-5731 | 
lazarowp@sullcrom.com | <http://www.sullcrom.com>

This e-mail is sent by a law firm and contains information that may be privileged and confidential. If you are not the intended recipient, please delete the e-mail and notify us immediately.

Lazarow, Paul Hollenberg

Subject: TDI AEM ECR Final Reminder

From: Audi Communications
Sent: Wednesday, January 10, 2018 2:55 PM
Subject: TDI AEM ECR Final Reminder

Dealer Communication

DP	GM	Sales	CPO
Service	Parts	Warranty	F&I

From: Audi Sales Operations

TDI AEM ECR Final Reminder

Dear Dealer Partners,

We greatly appreciate your assistance in helping us fulfill the terms of the 2.0L & 3.0L TDI Settlements. With the recent approval to perform Emissions Compliant Repairs (ECR) on 3.0-Liter Gen 2 Passenger Car vehicles, we wanted to take this opportunity to remind you of key items that apply to modifications on all generations, including both Approved Emissions Modifications (AEM) and Emissions Compliant Repairs (ECR).

The following topics cover answers to frequently asked questions, guidelines for common issues, and reminders on certain aspects of the modification process. We kindly ask you please review this information and share with key personnel in your store to ensure everyone is aware of this important content.

1. A Settlement Claim is not required for AEM/ECR completion

Consumers do not need a settlement claim number in order to obtain an AEM. If the consumer does not have a settlement claim for an AEM, please call the dealer support agent at **+1 (844) DLR-SPRT** for an unlock code. Any owner or lessee of an affected vehicle should receive the AEM upon request.

2. Usage of In-Form Tool is mandatory for completion of AEM/ECR

The technician and service manager are both required to use the IN-FORM tool when performing & validating any AEM or ECR. The IN-FORM tool will guide your technicians through each step of the process, including affixing the required labels, providing consumer disclosures, and taking photographs that are necessary in order for you to receive compensation. When completing an AEM or ECR, be sure to timely complete the four required steps before returning the vehicle to the consumer. If you return the vehicle to the consumer before

completing Step 4 of the IN-FORM Tool, you will be unable to submit the photographs that are required to validate your SAGA claim, which is necessary for both you and the consumer to receive payment.

3. Proper placement & legibility of AEM/ECR Labels is very important

All labels placed on vehicles should be legible and filled out completely. Photographs of affixed labels uploaded into the IN-FORM Tool must be legible. If you submit a photograph that does not clearly display the VIN, repair date, or other required information, your SAGA claim will not be approved and you will be required to obtain new photographs to receive compensation.

4. Date on Completion or Partial Completion Labels must be the date the AEM/ECR is performed

The date on completion or partial completion labels should be the date that the AEM/ECR is performed on the vehicle and the repair was completed. If you forget to apply the labels to the vehicle and the consumer returns to your dealership to have the labels properly affixed to their vehicle, be sure to still use the date of the repair and not the date on which the label is affixed to the vehicle.

5. Loaner Vehicles

The Service Advisor should consider the amount of time that a customer will be out of their vehicle. If you anticipate that an AEM/ECR or service for a repair covered by the Extended Emissions Warranty will last longer than three hours, a loaner vehicle must be offered to the consumer in accordance with existing alternate transportation guidelines. Upon the offer of a loaner vehicle, the consumer will need to sign the Loaner Label as proof of verification. Make sure to input the loaner information and an image of the label into the IN-FORM Tool. Costs of the loaner or rental vehicle should be covered by the dealer and reimbursed by VWGoA. The vehicle owner should not pay any expenses for the loaner or rental vehicle.

6. Out-of-Process software flashes

If an AEM or ECR has been approved for a vehicle, it will appear as an available service update. You should not apply this update unless the customer has requested that an AEM or ECR be performed on the vehicle. If the customer has requested an AEM or ECR, you must use the IN-FORM tool while performing the AEM or ECR.

7. Extended Emissions Warranty

The Extended Emissions Warranty takes effect when a vehicle receives the AEM or ECR. An approved SAGA claim is not needed for coverage under the Extended Emissions Warranty. If you encounter a vehicle that has received an AEM but does not currently have an approved SAGA claim, please contact Audi Warranty at 866-677-2834 to validate that the vehicle has the extended warranty.

8. AEMs for Purchases on TDIDirect

If you purchase a TDI on the TDIDirect Portal, please ensure that the AEM is performed, all campaigns are closed, and a SAGA claim is submitted. These steps are necessary in order to complete your purchase and receive title to the vehicle.

If you have any questions on the material above, please do not hesitate to contact our TDI Dealer Support line at +1 (844) DLR-SPRT. Thank you for your continued support!

Thank you,
TDI Dealer Communications

Click [here \[accessaudi.com\]](https://accessaudi.com) to read the official Audi Communication.

For more dealer communications, visit the [Communications\[accessaudi.com\]](#) page on iAudi.

From: [MacCuish, Logan](#)
To: [VW Settlement](#); ["eescdcopy.enrd@usdoj.gov"](#); ["Kiyota, Diane@ARB"](#); ["Kamel, Alexandra@ARB"](#); ["nicklas.akers@doj.ca.gov"](#); ["judith.fiorentini@doj.ca.gov"](#); ["david.zonana@doj.ca.gov"](#)
Cc: [Kaul, Meetu](#); [Iddings, Brianna](#); ["Giuffra Jr., Robert J."](#); ["Oswell, Laura Kabler"](#); ["Murtagh, Michael P."](#); [Nakayama, Granta](#); [Sauers, William](#); [Wulfert, David](#)
Subject: Re: DJ # 90-5-21-1-11386
Date: Thursday, February 8, 2018 10:55:41 PM
Attachments: [2018-02-08.pdf](#)

All,

On behalf of defendant Volkswagen Group of America, Inc., we are hereby providing EPA and CARB with a copy of the attached communication sent to VW dealers regarding the 2.0 liter Generation 1 vehicles, as required by Appendix B to the First Partial Consent Decree, subparagraph 4.3.13. Please let us know if you have any questions.

Thanks,
Logan

Logan MacCuish
KING & SPALDING LLP
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Los Angeles, CA 90071
T +1 213 443 4366 [REDACTED]
lmaccuish@kslaw.com

King & Spalding Confidentiality Notice:

This message is being sent by or on behalf of a lawyer. It is intended exclusively for the individual or entity to which it is addressed. This communication may contain information that is proprietary, privileged or confidential or otherwise legally exempt from disclosure. If you are not the named addressee, you are not authorized to read, print, retain, copy or disseminate this message or any part of it. If you have received this message in error, please notify the sender immediately by e-mail and delete all copies of the message.

Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Beetle / Beetle Convertible	2013-2014	2.0L TDI (CJAA)	All	All	All
Golf	2010-2014	2.0L TDI (CJAA)	All	All	All
Jetta / Jetta Sportwagen	2009	2.0L TDI (CBEA)	All	All	All
Jetta / Jetta Sportwagen	2010-2014	2.0L TDI (CJAA)	All	All	All

Condition

80 18 01 February 7, 2018 2050152

MIL ON, DTC P2457 Stored in ECM

DTC	Description
P2457	Exhaust Gas Recirculation Cooler Efficiency Below Threshold

Technical Background

A reduction of flow inside the heater core will lead to reduced flow through the EGR cooler. This reduced flow can cause fault P2457 to set in the Engine Control Module.



NOTE:

Do not perform additional diagnosis for this fault before performing the service procedure.

Production Solution

2.0L (CJAA, CBEA) engine no longer produced.

Service

P2457 Exhaust Gas Recirculation Cooler Efficiency Below Threshold

If the vehicle has fault P2457 check the inlet and outlet side temperature of the EGR cooler and the heater core. If there is a substantial difference in temperature flush the cooling system using the procedure below before replacing the heater core.

Cooling system cleaning procedure:

In order to restore the cooling system to normal specification the coolant must be removed with the following procedure to remove the contaminants and restore the coolant to the proper PH level and coolant percentage for optimal protection.



NOTE:

It is necessary to remove all hoses described in the Elsa repair procedure steps when draining the cooling system.

Replacing only the heater core will result in the vehicle returning with the same condition. It is essential to perform the coolant flushing procedure.

1. Drain the coolant per Elsa (Engine /4 Cyl Diesel Engine/ Repair Group 19 Cooling System/ Coolant System/Coolant/ Coolant Draining and Filling).
2. Refill cooling system using a 50/50 mixture of coolant & distilled water.
3. Start engine and bring to operating temperature. Let engine idle for 5 minutes.
4. Repeat step 1 and drain coolant per Elsa (Engine /4 Cyl Diesel Engine/ Repair Group 19 Cooling System/ Coolant System/Coolant/ Coolant Draining and Filling).
5. Replace heater core according to Elsa. (Elsa / Repair Manual/Heating Ventilation and Air Cond/ 87-Air Conditioning/ Front Heater and AC Unit/ Heater Core Removing and installing.).
6. Refill cooling system using a 50/50 mixture of coolant & distilled water.

Warranty

Warranty claim must be submitted under “Extended Emissions Warranty” Limited Warranty Extension using the applicable labor operations and repair times found on Elsa.

Required Parts and Tools

See ETKA for latest parts information.

No special tools required.

Additional Information

All part and service references provided in this Technical Bulletin are subject to change and/or removal. Always check with your Parts Dept. and Repair Manuals for the latest information.

Document Control Revision Table			
Instance Number	Published Date	Version Number	Reason For Update
2050152/1	1/7/18	V801801	Original publication.